What We Know About Army Families: 2007 Update

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Prepared for the Family and Morale, Welfare and Recreation Command by

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PREFACE

It has been more than a decade since the Family and Morale, Welfare, and Recreation (MWR) Command (formerly the U.S. Army Community and Family Support Center [CFSC]) sponsored the first version of this report, which appeared in September 1993. The report served as an invaluable resource for those interested in Army family demographics, family impacts on Soldier readiness and retention, adaptation of families to Army life, and families' sense of community and partnership.

This updated report distills what we have discovered about Army families since 1993. Written in nontechnical style, the update presents scientifically accurate information culled from numerous journal articles, reports, and studies that examine various aspects of the Army and its families.

Much of what we knew in 1993 holds true for Army families today. But since the publication of the first report, much has changed in the world, in the Army, in the nature and composition of Army families, and in the nature of the stresses they encounter. Because of those changes, this updated report has chapters on deployments, separations, and reunions; issues confronting Reserve Component (RC) Soldiers and families; well-being within Army families; children; informal and formal support for families; and a 21st century model of Army family support.

Like its predecessor, this report is intended to reach the broad, diverse audience of those concerned with Army families.

Belinda Pinckney
Brigadier General, U.S. Army
Commanding

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Finally, we would like to thank America's Soldiers and families for their ongoing service and sacrifices on behalf of the nation and for their continued willingness to participate in the many social science research efforts on which this report is based.

CHAPTER 1: INTRODUCTION

Questions addressed in this chapter:

Why is there a need to update *What We Know About Army Families*?

What does this report contain, and who will benefit from reading it?

What specific changes drive the need for the *2007 Update*?

Why is research on Army families important?

How is the *2007 Update* organized, and what issues does each chapter address?

1. Why Is There a Need to Update *What We Know About Army Families*?

In 1993, the U.S. Army Research Institute for the Behavioral and Social Sciences (ARI) published a 61-page review of Army family research entitled *What We Know About Army Families*.[1] This report, written by sociologist Mady W. Segal and social worker Jesse J. Harris, summarized research findings from approximately 70 studies on American military families and the implications of that research for Army policymakers, program managers, unit leaders, and supervisors. The goal of *What We Know About Army Families* was to disseminate research-based information and recommendations about Soldiers and their families throughout the Army community to help strengthen retention, readiness, and family adaptation to Army life. The report was written in a nontechnical fashion—free of scientific and Army jargon—to be of maximum value to readers with diverse backgrounds who shared a common interest in and commitment to the support of Soldiers and their families.

This document represents an update of the original report. Like its predecessor, *What We Know About Army Families: 2007 Update* provides a summary of findings from recent social science research conducted on, with, and about Soldiers and their families. By design, the *2007 Update* retains many of the original report's most valuable characteristics. For example, major findings are highlighted in bold, and the research reviewed is summarized in a style that minimizes the use of specialized terminology. This approach results in a document that is accessible to a general audience. The key difference between the two reports is that the current volume draws on research produced, for the most part, after the 1993 report was published. The need for the *2007 Update* is driven by the substantial changes that have occurred within the Army and its families, the U.S. military, and American society in general since the early 1990s. Some of these changes are highlighted in this introduction; others are addressed in more detail in subsequent chapters.

2. What Does This Report Contain, and Who Will Benefit From Reading It?

Similar to its predecessor, the chapters in the *2007 Update* are organized around several broad topic areas and provide conclusions and recommendations that can be derived from the collective studies, technical reports, and survey data reviewed in each area. The research findings and recommendations provided here are intended to benefit Army policymakers; professionals

involved with supporting Soldiers and their families at the unit, installation, program, and headquarters levels; and unit leaders throughout the Army. Each of these groups—all of which have a stake in maximizing the support of Army families—can benefit from the information provided in this report.

3. What Specific Changes Drive the Need for the *2007 Update*?

Since the publication of *What We Know About Army Families*, the Army has undergone, and continues to experience, profound change. Following the first Gulf War, the mid to late 1990s witnessed more frequent deployments of Soldiers than the previous decade. Army units deployed to places such as the Sinai Peninsula, Somalia, Bosnia, Kosovo, Haiti, and even the Florida coast. The purposes of these missions were many and varied, including humanitarian assistance, peacekeeping and peace enforcement, stability operations, disaster relief, and nation-building. Some peacekeeping and humanitarian missions even turned deadly for Soldiers, such as Operation Restore Hope (ORH) in Somalia during 1992–1993.

Moving into the 21st century, war has been added to the broad list of missions conducted since the mid 1990s. The terrorist attacks of September 11, 2001, were a catalyst which, even compared with the mission-intensive 1990s, sparked a dramatic increase in the frequency, pace, size, and scope of U.S. military operations. Many of these new missions—some of which continue at this time, such as Operation Enduring Freedom (OEF) and Operation Iraqi Freedom (OIF)—rely more heavily on ground forces than other military elements and have required extended deployments of nearly every brigade in the active duty Army. Many Soldiers and their families have experienced two or three deployments during this timeframe, resulting in long periods of family separation not experienced since World War II. In addition, operations in Iraq and Afghanistan have required, and continue to require, the mobilization and deployment of tens of thousands of Soldiers from the Army National Guard (ARNG) and the U.S. Army Reserve (USAR). Clearly, the increasing reliance on Soldiers serving in the Reserve Component (RC) to accomplish Army missions is one of many significant changes occurring in the Army since 9/11.

> *The Army's ongoing efforts to reorganize the force in ways that can best meet new requirements are taking place against a backdrop of significant change in the dynamics and definitions of family and community.*

The new realities of the Global War on Terrorism (GWOT) and the wars in Iraq and Afghanistan are not the only sources of change affecting the daily lives of America's Soldiers and their families in the first years of this new century. The Army is also in the midst of a significant organizational restructuring aimed at creating a force tailored and ready to respond to new threats. Although transformation can mean different things to different observers, most agree that restructuring will result in more modular, interoperable Army units able to react and deploy more quickly than was true in the past.[2] At the personal level, where Soldiers and their families live and work, efforts to transform the Army into a flexible and highly mobile expeditionary force will likely mean fewer forward-stationed troops (particularly in Europe); smaller overseas bases that lack the infrastructure to support families; fewer accompanied tours; more home-basing; longer tours of duty at one location (stabilization); and more routine, frequent deployments leading to more family separation.[3]

Military forces do not exist in a vacuum but rather are embedded in a larger host society and are affected by the same trends that affect other groups and organizations. The changes previously described—which have to do with the nature of today's military missions and the Army's efforts to reorganize the force in ways that can best meet emerging requirements—are taking place against a backdrop of significant social change in the dynamics and definitions of family and community. Not all such changes can be discussed here, but a few are noteworthy because they have had, and continue to have, profound implications for the relationship between the Army as an organization and its families.

The first change is the evolving definition of family. American families are increasingly pluralistic in the 21st century, and researchers are not unified on a definition. A working definition of the family might be a group "characterized by two or more persons related by birth, marriage, adoption, or choice" and further defined by "socio-emotional ties and enduring responsibilities, particularly in terms of one or more members' dependence on others for support and nurturance."[4] Typically, research on military families, not to mention Army family programs and services, has focused on the traditional nuclear family—usually a male Soldier and a female civilian spouse, with or without children. The previous definition, which is more broad and encompassing, reveals that there are many arrangements in American society that can be recognized as family relationships. These various family forms include nuclear families, extended families, reconstituted families, multicultural and multiethnic families, single-parent families, single Soldiers in committed relationships, dual-career families, and combinations of these. Challenges related to current deployments demonstrate the need for Army leaders, program managers, and researchers alike to recognize the diversity in military family relationships in order to provide effective support to those who require it.[5]

A second change that some researchers have argued is occurring in American communities is a decrease of traditional face-to-face community involvement and corresponding engagement in civil society.[6] Scholarship in this area has fueled interests, discussions, and actions focused on promoting civic engagement in neighborhoods, local communities, associations, political groups, business, government, and especially within the educational community.[7] This debate has helped show that being a member of a group—whether organized around personal, social, or political aims—promotes well-being.

A third important change that has occurred since the publication of *What We Know About Army Families* is that opportunities for group interaction now extend to the "virtual" world. With the advent of the Internet and its pervasive influence on all aspects of personal and professional life, many individuals are finding important and satisfying social connections through virtual relationships.[8] Soldiers and Army family members, too, have turned to virtual communities to fulfill needs for information, support, and other kinds of social interaction. The number of such communities has expanded significantly since the beginning of the GWOT to include Web sites, discussion groups, information portals, Web logs ("blogs"), and the like. Some of these virtual communities have been formally established by the Army, and some have emerged independently—created by end users to serve their own unique needs. Because the Internet allows individuals and groups to overcome geographic and institutional barriers to communication and information sharing, virtual communities grow in importance as (1) the share of active duty military families living in off-post neighborhoods increases, (2) the role of the ARNG and USAR in military operations grows, and (3) the definition of the military family

broadens to encompass a larger community of individuals concerned with Soldiers' well-being, such as parents of single Soldiers.

Changes in cultural values, attitudes, and beliefs concerning family life and work commitment in America have also affected the Army. For example, some scholars have recently argued that substantial differences in experiences and attitudes exist between members of the "baby boomer" generation—those who were born in the years after World War II and grew up during the height of the Cold War—and members of "Generation X"—those who were born in the late 1960s and 1970s and came of age in the post-Vietnam War years. Excluding the junior grades, the current officer corps of the Army is drawn from members of these two generations, with most of the senior members being comprised of baby boomers, and most of the mid-career officers comprised of Gen-Xers.[9] Researchers have argued that each of these generations has been shaped by different environments, leading to important differences in the prevailing attitudes and behaviors of their respective members. For example, most baby boomers' experience included a nuclear family; they grew up in a time of prosperity, social optimism, rebellion, and indulgence, learning to "work relentlessly in the pursuit of goals, often at the expense of marriages, family, and personal lives."[10]

In contrast, the views and attitudes of Gen-Xers have been shaped by different social forces, such as high rates of divorce, increased women's labor force participation, their parents' workaholic tendencies, incidents like the nuclear accident at Three Mile Island and the videotaped beating of Rodney King by police, and a series of highly publicized political scandals during the 1980s and 1990s. As a result, it has been argued that Gen-Xers have become more cynical, skeptical, and less deferent to authority than their baby-boomer parents, but simultaneously more self-reliant and pragmatic.[11] With respect to Army families, perhaps the most important aspect of these differences in the attitudes and values of members of these respective generations is the relative unwillingness of Gen-X officers to sacrifice family and marriage for the demands of an Army career.[12]

> *"To concentrate on the challenges they face, Soldiers must understand the frequency and cycle of projected deployments. Likewise, they must believe that their families will be provided for in their absence."*
>
> — U.S. Army Posture Statement, February 2005

4. Why is Research on Army Families Important?

In 1983, Army Chief of Staff General John Wickham published *The Army Family.* This "white paper" formally articulated the Army's philosophy toward families, including the ideas that a mutually reinforcing partnership exists between the Army and its family members and that strong families make for a stronger, more resilient Army community.[13] Since that time, the Army has made great progress in its capabilities for supporting families through nearly every challenge typically experienced during the course of an Army career. Through programs and services such as Army Community Service (ACS); Morale, Welfare, and Recreation (MWR); Army Family Team Building (AFTB); and others, Army families have been able to take advantage of a wide range of resources designed to help them deal with the demands of Army life. These resources include relocation assistance, deployment support, job search assistance, child care, leisure and

recreation opportunities, and important information about how the Army operates as an organization, to name just a few.

Institutional support for research on Army family issues—such as that highlighted by the original *What We Know About Army Families*—also grew during the 1980s and early 1990s. The fact that the majority of Soldiers and Army family members consistently report they are satisfied with Army life (and with most of the support services and programs provided by the Army) is a testament to the agencies and people who have worked to ensure the Army fulfills its obligation to maintain and strengthen the partnership between the organization and its community members. In October 2006, the agency that had spearheaded this mission for more than two decades—the U.S. Army Community and Family Support Center (CFSC)—formally became the Family and Morale, Welfare and Recreation Command (F&MWRC). This new Command is part of the larger Installation Management Command (IMCOM), also established in October 2006.

Survey data and qualitative research findings also consistently demonstrate that for many Soldiers and their family members, Army life provides a unique set of experiences and rewards—both tangible and intangible—that make the Army a career of choice. For example, the Army provides for many a sense of job security and opportunities to serve one's country; travel; acquire educational benefits, technical training, and leadership skills; become a member of a close-knit, caring community; and to engage in challenging yet satisfying work that makes a difference and fills an important national need. To the career Soldier and his or her family, the Army also provides relatively generous retirement and health benefits, particularly considering trends in the private sector, which suggest an increasing reluctance on the part of employers to underwrite long-term commitments to their employees' retirement and personal and family health care.[14]

Nevertheless, the changes in society and in the military that have been described here prompt a reexamination of the Army's strategies and methods for supporting families. The model of Army family support documented in the original *What We Know About Army Families* evolved during the late Cold War period. The model relies heavily on voluntarism among senior military spouses, installation-centered support staff, "stovepipe" support agencies and programs, and is characterized by wide variation in levels of commitment and involvement by unit leaders, families, and Soldiers.[15] Just as Cold War models of military organization are argued to be ill-adapted to meet 21st century security challenges,[16] the 1980s–1990s model for supporting military families, while well-conceived and a tremendous improvement over the previous era, may not be ideal for the challenges facing the Army today.

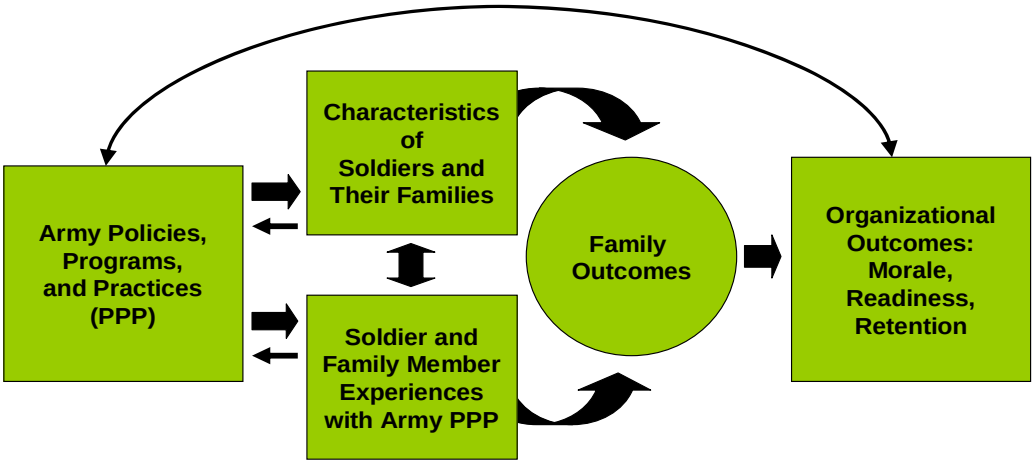
For example, research reviewed for this report indicates the major factor influencing the career decisions of married Soldiers who leave the Army is not salary or lack of opportunities for advancement but rather an inability to balance the demands of work and family.[17] Though this finding clearly reflects the strain of current deployments, it also provides the motivation and opportunity to reassess how the Army provides support to its Soldiers and families. Because Army families are now routinely being asked to endure a greater level of sacrifice than was true during the years immediately following the end of the Cold War, reliable research-based information is required to inform decisions about the resources, policies, and systems that must be in place to help Soldiers and their families achieve balance in the face of increased demands. Army family well-being cannot be sustained under the stress of frequent and prolonged operational deployments without effective support.

Providing this information is the purpose and the goal of this report. In the years since the publication of *What We Know About Army Families*, there has been an outpouring of research on military families from academics, ARI social scientists, the Department of Defense (DoD), each of the Services, the nonprofit sector, and many other sources. Unlike the original *What We Know About Army Families*, which summarized and derived action implications from roughly 70 reports and studies from one major research initiative, the Army Family Research Program (AFRP), this report covers a substantially larger range of material. The challenge has been to distill from this wealth of information the most relevant, reliable, and important findings; describe them in the same nontechnical, accessible language that made the 1993 edition so valuable; and develop policy, program, and practice recommendations from those findings.

5. A Conceptual Model of Family and Organizational Linkages in the Army

The model shown in Figure 1.1 is presented as a heuristic device to highlight the various factors that affect organizational and family outcomes in the Army and the relationships between these factors. This conceptual model is used implicitly throughout this volume; each of the concepts in the model is elaborated in more detail in subsequent chapters. The explanation provided here is a basic summary of the model. The model starts with outcomes and works back to the factors that affect them.

Figure 1.1. Conceptual Model of Effects of Army Policies, Programs, and Practices (PPP) on Soldiers and Families



As shown in the figure, organizational outcomes include critical Army outcomes such as Soldier morale, unit and individual readiness to perform the mission, and retention, including the career intentions of Soldiers. The original *What We Know About Army Families* report summarized research that demonstrated the effect of family factors on these organizational goals. This relationship is depicted by the arrow leading from "Family Outcomes" to "Organizational

Outcomes." Family outcomes include aspects of Soldiers' and family members' well-being, such as satisfaction with life and various life domains; satisfaction with the Army; adaptation to the challenges of Army life; and emotional, physical, financial, and spiritual health. Also included are spouse attitudes toward the Soldier remaining in the Army.

Family outcomes are affected both by the "Characteristics of Soldiers and Their Families" and "Soldier and Family Member Experiences with Army Policies, Programs, and Practices (PPP)." Characteristics of Soldiers and their families include demographic and social characteristics such as age, rank, marital status, race and ethnicity, gender, and parental status. Soldier and family member experiences with Army PPP encompass experiences with the challenges of Army life (e.g., family separation, relocations, behavioral expectations) as well as its advantages (e.g., job security for the Soldier, health care benefits, a sense of community).

A double arrow indicates a two-way relationship between "Characteristics of Soldiers and Their Families" and "Soldier and Family Member Experiences with Army PPP." On one hand, Army families with different characteristics often experience and interpret common aspects of Army life in very different ways. For example, younger Army families with less deployment experience may react and adapt to a deployment less successfully than more experienced families (see chapter 3). Furthermore, the actual events and challenges to which Soldiers and families are exposed may vary depending on characteristics such as the rank or occupational specialty of the Soldier.

On the other hand, Soldier and family member experiences with Army PPP determine in part who serves, who stays, and who leaves. For example, one of the characteristics of today's Army is that African Americans serve in numbers disproportionate to their representation in American society (though recent data indicate African-American representation in the Army has declined since 1993—see chapter 2). This trend of disproportionate participation by African Americans has been due, in part, to the perception that the Army is a less discriminatory environment than the civilian workplace.[18] This is just one example of how experiences with and perceptions of Army PPP act to shape the characteristics of the force itself and, by extension, its families.

Last, but not least, are the Army PPP themselves. This category is an enormous one that consists of all aspects of the organization, especially those that influence Soldiers' family lives. This relationship is indicated by the arrow from "Army PPP" to "Soldier and Family Member Experiences with Army PPP." Ideally, this is a two-way relationship, with Soldier and family member experiences having a role in how Army PPP is shaped and changed. An example is the experiences of Army families in the 1970s and 1980s that led to the grassroots efforts that ultimately resulted in the Chief of Staff's 1983 white paper, the establishment of the Army Family Action Plan (AFAP) and a research charter on Army families.[19] However, the arrow leading from "Soldier and Family Member Experiences with Army PPP" to the actual PPP is drawn thinner than its counterpart, because Soldier and family member experiences with PPP do not always result in needed change. The relative sizes of the two arrows imply the effect of Army PPP on Soldiers and their families' experiences will always be the stronger aspect of this two-way relationship.

Army PPP also determine the "Characteristics of Soldiers and Their Families" in ways distinct from how Soldier and family experiences with Army PPP shape the force. For example, recruitment policies and practices in place when individuals join the Army help determine the

overall profile of the force with respect to many characteristics, including age, gender, and educational attainment. Similarly, force structure requirements affect the proportion of Soldiers who are married and have children. For example, the need to retain experienced personnel with advanced technical training means that more Soldiers are married and/or are parents than was true in the past. A thinner arrow indicates that this relationship, too, goes both ways—Army PPP can and should change over time as the characteristics of the force change. An example is the need for deployment and family support materials to be printed in Spanish as the demographics of the Army shift toward greater participation by those of Hispanic origin (see chapter 2). Once again, this aspect of the two-way relationship is clearly not as strong as its counterpart (i.e., Army PPP driving the characteristics of the force).

This report highlights research that helps create a better understanding of each of the relationships depicted in the model and provides research-based recommendations on how Army PPP can be adapted to reflect the changing characteristics of Soldiers and their families, improve family experiences in the Army, increase Soldier and family well-being, and enhance positive organizational outcomes. To name just a few examples, policies that are critical for family experiences and well-being include deployment durations and cycles (see chapter 3). Policies and practices regarding relocation affect the employment of Army spouses, which, in turn, affects families' financial well-being and spouse satisfaction with Army life (see chapter 5). The policies and practices of leaders in units also affect Soldier and family satisfaction with the Army (see chapter 5), and programs provided to help families adapt to the demands of Army life can help to alleviate much of the stress associated with these demands (see chapters 2 and 7).

6. How is the *2007 Update* Organized, and What Issues Does Each Chapter Address?

Research findings and recommendations are organized by topic area and are presented in the following chapters:

Chapter 2: Characteristics of Army Families and Army Life. This chapter provides an overview of the current demographic and social characteristics of Soldiers and their families and documents changes and recent trends. Some of the major demands common to Army life are also described.

Chapter 3: Deployments—Separation and Reunion Among Active Component (AC) Soldiers and Their Families. This chapter summarizes the major findings from research focusing on the impact of deployment as a unique category of military family separation. Deployments are conceptualized as events with discrete phases (i.e., predeployment, deployment, and postdeployment or reunion/reintegration), and major findings related to each phase are highlighted.

Chapter 4: Unique Issues for Reserve Component (RC) Soldiers and Families. This chapter reviews studies that have examined family issues in the ARNG and USAR. Particular focus is placed on what has been learned about the effects of post-9/11 mobilizations and deployments of RC Soldiers on their families.

Chapter 5: Well-Being Within Army Families. This chapter uses the Army's model of well-being as a point of departure to define the components of family well-being and to review survey and research findings related to the mental, physical, and economic health of Army families.

Study findings related to stress, marriage, spouse employment, and family violence are discussed in this chapter.

Chapter 6: Children in Army Families. This chapter reviews findings from research studies examining the effects of the demands of military life on children in Army families. Research on the effects of deployment and other kinds of separation on children is reviewed, as are studies that have explored the effects of growing up in overseas communities and the accuracy of popular representations (e.g., films, books) of growing up as a child in a military family.

Chapter 7: Informal and Formal Support of Army Families. This chapter defines informal and formal support and reviews research focusing on the roles of these sources of support for military families. An overview of the formal support programs and services available to Army families is provided, along with available evidence of Army family members' awareness and use of, and satisfaction with, these resources.

Chapter 8: Toward a 21st Century Model of Support for Army Families. This concluding chapter outlines a set of general guiding principles for a 21st century model of Army family support and provides recommendations for policymakers, unit leaders, and installation-level program managers and staff for the successful support of Army families, now and in the future.

CHAPTER 2: CHARACTERISTICS OF ARMY FAMILIES AND ARMY LIFE

Questions addressed in this chapter:

What are the current demographic and social characteristics of Soldiers and Army family members?

How have these characteristics changed over the last 10 to 15 years?

How do families in the Army community compare demographically with those in the civilian community and in the other Services?

What are the key demographic and social differences between Soldiers and Army family members in the Active Component (AC) and the Reserve Component (RC)?

What are the major organizational demands the typical Army family can expect to face over the course of their Soldier's military career?

1. Introduction

Understanding the demographic and social makeup of Army families—as well as the demands and challenges they face—provides the background and context needed to interpret the studies, analyses, and findings that are documented throughout this report. As a distinct population, Army families display both similarities and differences with their counterparts in civilian life as well as with families in the other military Services. Additionally, it is important that policymakers, leaders, program managers, and other stakeholders have an accurate picture of the demographic and social makeup of the population they lead and support. This chapter provides a detailed snapshot of these characteristics,[1] documents demographic changes that have occurred among Soldiers and family members during the past 10 to 15 years, and describes some of the ways these characteristics influence both the experiences of Army family members and the outcomes that Army family policies, programs, and practices (PPP) are designed to address. This chapter concludes with an overview of the major demands faced by Army families.

2. Demographics of Army Families

In any discussion of the demography of Army families, it is helpful to consider the characteristics of Soldiers themselves not only because they are members of Army families in their own right, but because of the tendency for individuals to marry persons similar to themselves in terms of age, race/ethnicity, educational attainment, and other characteristics. Because of this tendency, changes in the demography of those who serve can and do lead to changes in the demography of Army families. This section highlights the demographic characteristics of Soldiers and Army family members and documents the ways these characteristics differ from the U.S. population in general and from personnel and families in the other Services.

Overview

In today's military, family members—defined here as spouses, children, and adult dependents—substantially outnumber Service members themselves.[2] Since the early 1990s, the ratio of family members to Service members in both the Active Component (AC) and the Reserve Component (RC) has changed very little. For example, in 1990, family members represented 57% of the overall active duty community, including all Department of Defense (DoD) Services, with Service members comprising the remaining 43%. Nearly a decade and a half later in 2005, this ratio remained similar. During both periods, the ratio of RC family members to RC Service members was very close to that found in the AC (see Table 2.1).

Table 2.1. **Percent of Family Members and Service Members Across DoD: 1990 vs. 2005**

	Active Component (AC)		Reserve Component (RC)	
	1990	2005	1990	2005
Family members	57%	59%	58%	58%
Service members	43%	41%	42%	42%
Total	100%	100%	100%	100%

Sources: *FY 2005 Active Duty Family/Sponsors and Eligible Dependent Report*, Defense Manpower Data Center (DMDC); *FY 2005 Selected Revenue Dependents Report*, DMDC

Focusing on the active duty Army, there were 486,483 active duty Soldiers and 712,895 Army family members at the end of fiscal year 2005.[3] Nearly two-thirds (64%) of Army family members are children. In 2004, spouses comprised about one-third (35%) of Army family members, and other dependents including siblings and elderly family members comprised the remainder (1%).

Because it is the largest Service, the Army has more family members in absolute terms than the other Services. However, **the Army's ratio of 1.47 family members per Soldier is also higher than the other Services** (see Table 2.2).

Table 2.2. **Ratio of Family Members to Active Duty Service Members: 2005**

	Army	Navy	Air Force	Marine Corps	Total DoD
Family members	712,895	479,144	494,654	178,365	1,865,310
Service members	486,483	357,853	349,362	179,836	1,373,534
Ratio (average family members per Service member)	1.47	1.34	1.42	0.99	1.36

Sources: *FY 2005 Active Duty Family/Sponsors and Eligible Dependent Report*, DMDC

One factor that helps explain the higher ratio of family members to Service members in the Army is that a larger percentage of Army personnel have children (47%) compared to the Navy, Air Force, or Marine Corps (42%, 45%, and 31%, respectively). Additionally, the average number of children per parent is somewhat higher in the Army (2.02) than in the other Services (1.97, 1.96, and 1.92, respectively). The Marine Corps' policy of maintaining a youthful force with a smaller percentage of career-oriented personnel than the other Services helps explain its relatively low ratio of family members to Service members.[4]

Age

Compared with the civilian community, the active duty Army community is relatively young—a fact that reflects the value the Army places on youth. The age distribution in the Army (see Table 2.3) also reflects the respective entry requirements for enlisted personnel versus the officer corps. Officers are older at age of entry because they must complete their college degree before commissioning. **Despite the need for today's Army to retain a substantial number of career personnel, most Soldiers—enlisted personnel and officers—actually serve fewer than 10 years.** While commissioned officers and warrant officers are older than enlisted personnel on average, it is important to note that enlistees represent nearly 85% of the active duty Army.

Table 2.3. **Age Distribution of Active Duty Soldiers: 2005**

Age Group	Enlisted	Officers	Warrant
17–20	16%	<1%	<1%
21–24	30%	11%	3%
25–29	22%	23%	13%
30–39	25%	39%	53%
40 and older	7%	27%	31%

Source: *Army Profile FY05*, Office of Army Demographics (OAD)

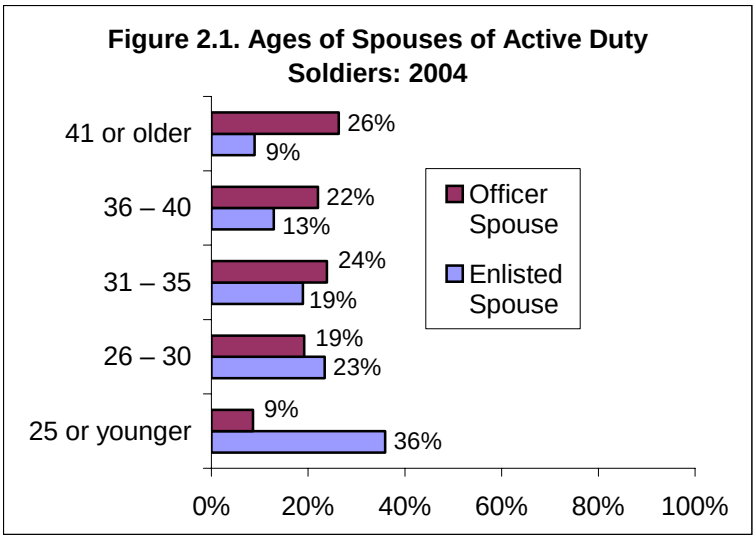
Compared to Soldiers in the AC Army, Soldiers in the Army National Guard (ARNG) and the U.S. Army Reserve (USAR) are older on average. The average age of enlisted members is 31 in the ARNG and 30 in the USAR, and the average age of officers in these branches is 39 and 42, respectively. In both the ARNG and the USAR, approximately one-fourth (23%) of all Soldiers are older than 40. Table 2.4 displays the age distribution of enlisted Soldiers compared to officers in these branches.

Table 2.4. **Age Distribution of ARNG and USAR Soldiers: 2004**

	Army National Guard		Army Reserve	
Age Group	Enlisted	Officers	Enlisted	Officers
25 and younger	40%	6%	42%	1%
26–30	14%	11%	15%	6%
31–35	13%	20%	12%	16%
36–40	12%	25%	12%	24%
41 and older	20%	38%	19%	53%

Source: *Reserve Component Common Personnel Data System* (September 2004), DMDC

Because the active duty Army is composed primarily of individuals 29 years or younger, the population of Army family members—both spouses and children—is also relatively young (see Figure 2.1). **More than half (53%) of Army spouses in 2004 were 30 years or younger.**



Source: *2004 Profile of the Military Community*, Office of the Deputy Under Secretary of Defense for Military Community and Family Policy (ODUSD-MC&FP)

The youthfulness and inexperience with Army life that characterizes many Army families can often exacerbate the challenges and difficulties experienced by Soldiers and families, particularly during deployment (see chapter 3).

Race/Ethnicity

Like American society as a whole, Soldiers and their families are racially and ethnically diverse. Compared to the U.S. population, however, African Americans are overrepresented in the Army. While blacks comprise about 14% of the civilian population, they currently represent 22% of the active duty Army and 23% of the USAR. By contrast, African Americans comprise a much smaller share (14%) of the ARNG. **The overrepresentation of African Americans among Army women is much greater than among male Soldiers.** This is true in both the AC and the RC (see Table 2.5).

Table 2.5.* Racial and Ethnic Diversity in the Army, by Gender: 2005

Race/Ethnic Group	Active Duty Army			Army National Guard			Army Reserve		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
White	64%	42%	61%	76%	63%	74%	63%	46%	59%
African American	19%	37%	22%	12%	24%	14%	19%	36%	23%
Hispanic	10%	12%	11%	7%	8%	7%	11%	11%	11%
Asian	4%	5%	4%	2%	3%	2%	4%	4%	4%
Other	3%	4%	3%	3%	3%	3%	2%	2%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

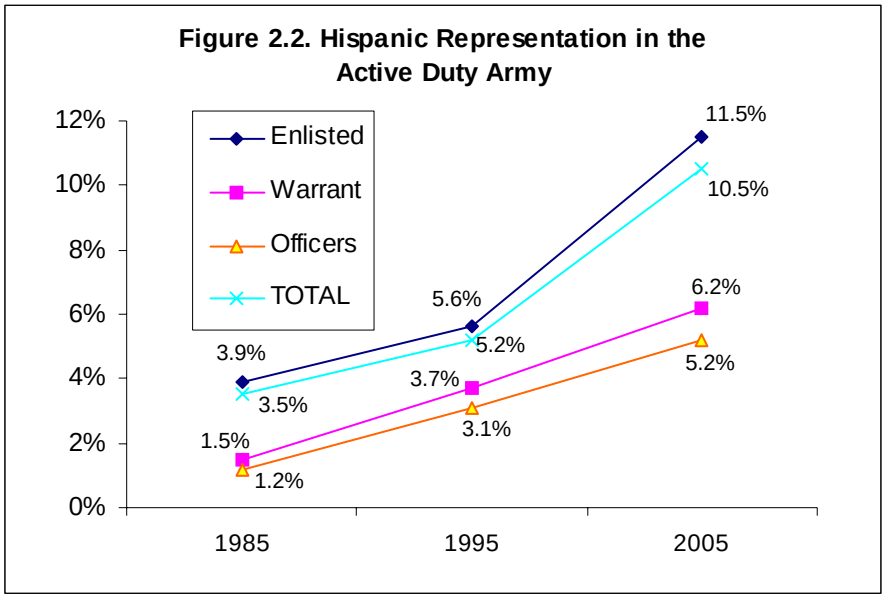
Source: *Army Profile FY05*, OAD
*Totals may not sum to 100% due to rounding.

The overrepresentation of African Americans in the Army has persisted throughout all the years of the all-volunteer force and is a reflection of their greater propensity to enlist compared to whites, as well as their greater likelihood to remain on active duty and make the Army a career. **However, the representation of African Americans in the active duty Army has**

declined compared to the mid 1990s (27% in 1994 versus 22% in 2005). The decrease appears to be the result of declining propensity to enlist; the percentage of enlistments made up of African Americans without prior service fell from 24% in 2000 to 14% in 2003, exactly the proportion of the American population that is black.[5]

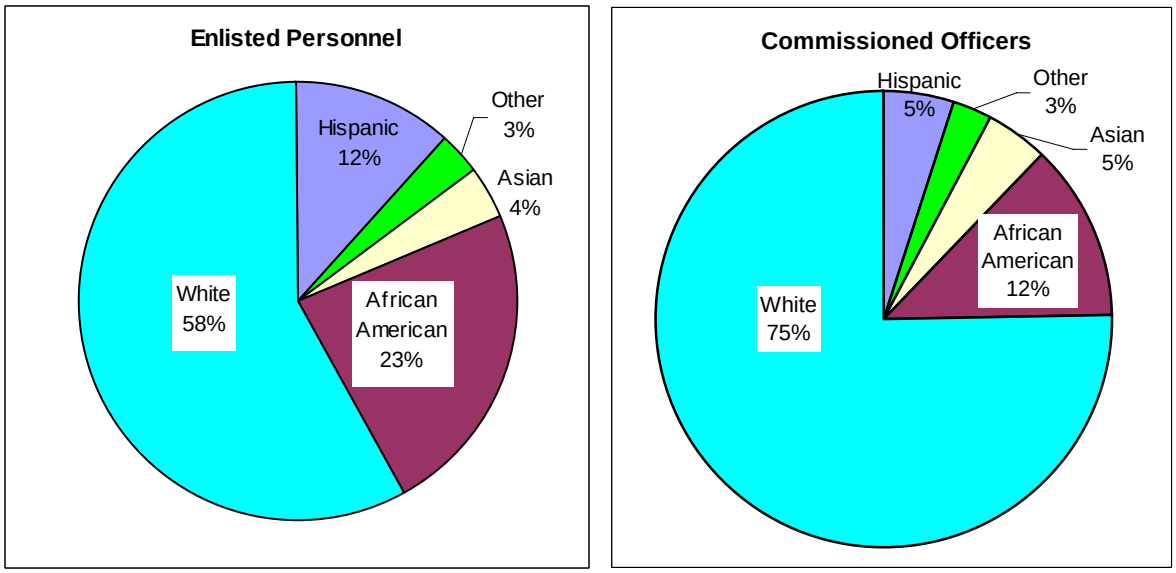
The decline in the representation of African Americans has been accompanied by an increase in the percent of Soldiers who are of Hispanic origin—from 5% in 1995 to more than 10% in 2005. The trend of increasing Hispanic representation reflects demographic change in the U.S. population, and this can be seen in both the enlisted ranks and in the officer corps (see Figure 2.2). Representation of both minority groups is higher, however, in the enlisted ranks compared with the officer corps (see Figure 2.3).

Figure 2.2. Hispanic Representation in the Active Duty Army



Source: B. Maxfield, 2006, *The Changing Profile of the Army*

Figure 2.3. Racial and Ethnic Diversity in the Active Duty Army in 2005, by Rank Group



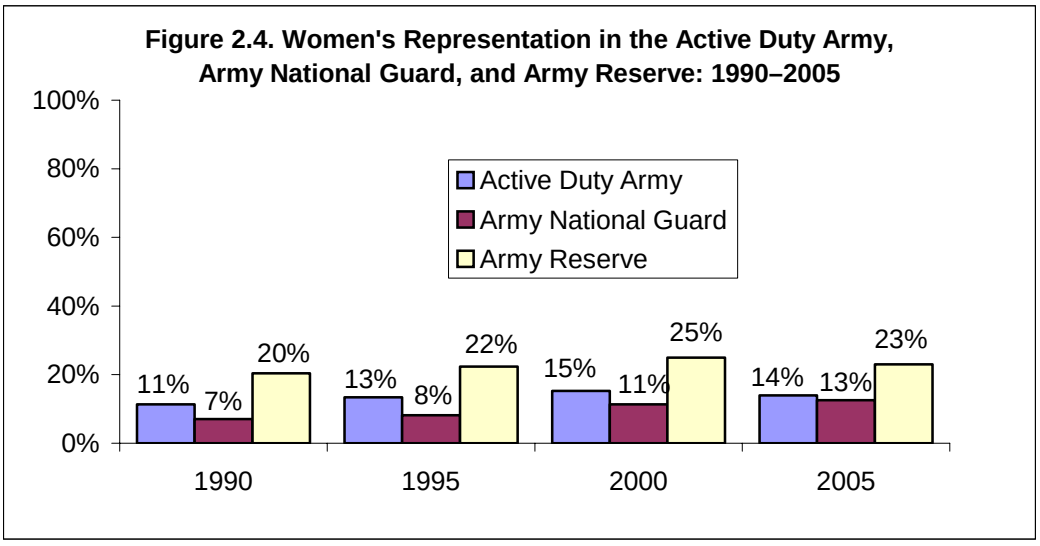
Source: *Army Profile FY05*, OAD

As noted previously, changes in the racial/ethnic characteristics of the force are accompanied by changes in the characteristics of Army family members. Although data have not been collected recently that can be used to estimate the percentage of Army family members who are bilingual or non-English speakers, **in 1999, 16% of Army spouses reported speaking English as a second language.**[6] This figure—which almost certainly does not account for spouses unable to complete military surveys due to language barriers—has probably risen as the representation of Hispanic personnel in the Army has increased. Interestingly, in 2003, 11% of Soldiers reported either they or a member of their family would benefit from English as a Second Language (ESL) services.[7] In a recent survey of Army spouses, only 3% reported actually using this service in the past 2 years.[8]

With some notable exceptions, Army family support programs, services, briefings, and literature are generally oriented toward the English-speaking community.[9] Language and cultural differences may therefore represent barriers to the effective support of non-English-speaking family members during key times of need, such as deployment. This is an area in which more data and research are clearly needed.

Gender

Since the early 1990s, the representation of women in the Army has increased, and new military occupational specialties have opened to women in each of the Services. Although some combat specialties (e.g., infantry, armor) remain closed to them, women comprised 14% of the active duty Army in 2005, compared to 11% in 1990 (see Figure 2.4). Women's representation is highest in the USAR because of the preponderance of support occupations (e.g., medical, logistics) in that branch. **Over the coming years, the representation of women in the active duty Army may increase further,** as women represented more than 19% of enlisted accessions in 2003 and more than 17% in 2004.[10]



Source: B. Maxfield, 2006, *The Changing Profile of the Army*

The gender distribution in the Army is important when examining family issues because, as is true across all the Services, **Army women are less likely to be married than men.** In the active duty Army, for example, rates of marriage were 43% among women and 53% among men

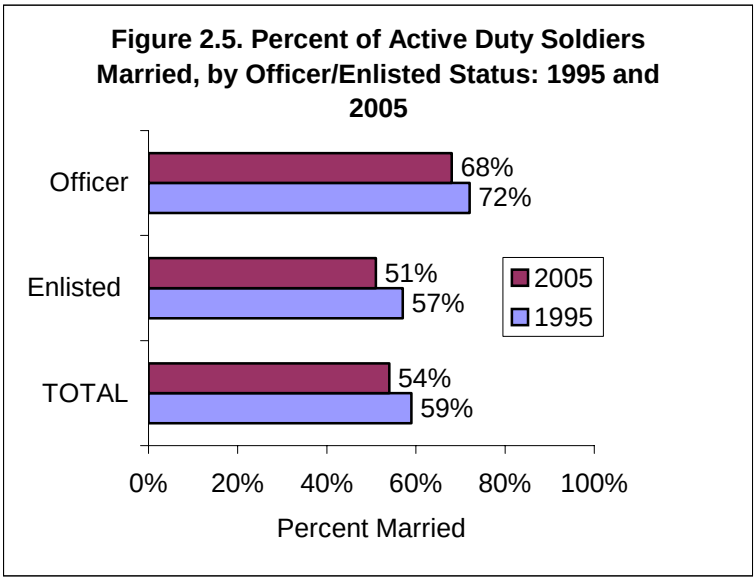
in 2004. Female Soldiers are also less likely than male Soldiers to have family responsibilities of any kind including a spouse, child, or dependent elderly family member. In 2005, 61% of male active duty Soldiers had family responsibilities compared with 46% of their female counterparts on active duty.[11]

The likelihood of having family responsibilities increases with both age and pay grade, and since women in the Army tend to be younger, on average, and occupy lower pay grades compared to males, it is not surprising that female Soldiers have fewer family obligations. **Research suggests that women tend to leave the military earlier than men because of the perceived incompatibility between the demands of military service and those associated with raising children.**[12] (The nature of these demands is discussed later in this chapter.) The lower likelihood of Army women to be married and have family responsibilities than their male counterparts holds true, however, even after accounting for gender differences in age and grade.[13]

Marital Status

Since 1995, there has been a decline in the percentage of active duty Soldiers who are married (see Figure 2.5). This decline has been steeper within the enlisted ranks, in which slightly more than half of Soldiers are married. Within both the enlisted ranks and the officer corps, rates of marriage in the active duty Army increase with grade (see Table 2.6).

Figure 2.5. Percent of Active Duty Soldiers Married, by Officer/Enlisted Status: 1995 and 2005



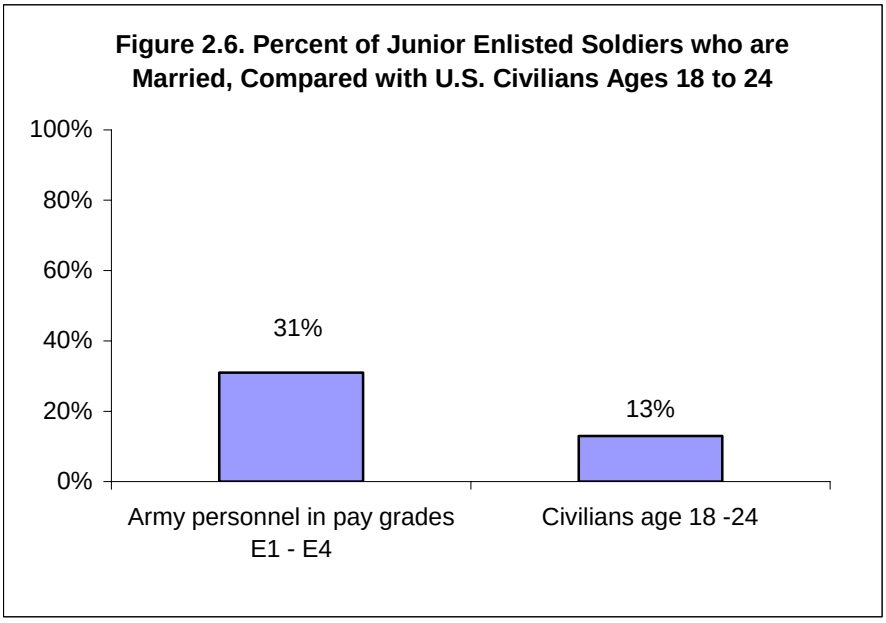
Source: B. Maxfield, 2006, *The Changing Profile of the Army*

Table 2.6. **Percent of Active Duty Soldiers Married, by Rank Group: 2005**

Rank Group	Percent Married	Rank Group	Percent Married
Junior enlisted (E1–E4)	31%	Company grade officers (O1–O3)	55%
Mid-grade NCOs (E5–E6)	69%	Field grade officers (O4–O6)	87%
Senior NCOs (E7–E9)	85%	Flag officers (O7–O10)	97%

Source*: FY2005 Active Duty Marital Status Report*, DMDC

While only 31% of junior enlisted Soldiers (i.e., those in pay grades E1 to E4) are married, the large segment of the Army comprised by these Soldiers means that **a significant portion of all Army spouses are married to junior enlisted personnel** (26% in 2004). Junior enlisted Soldiers are much more likely to be married than their civilian peers of similar age (see Figure 2.6).[14] This means **junior enlisted Soldiers tend to have more family obligations than civilians in their age range,** many of whom are full-time college students.



Sources: *FY05 Active-Duty Marital Status Report*, DMDC; Civilian data: *2003 Current Population Survey* (CPS), U.S. Census Bureau. Note: Neither figure includes those divorced or widowed.

Rates of marriage among officers in the ARNG and the USAR are somewhat higher than among active duty officers. In the USAR, however, rates of marriage among enlisted personnel are lower than among their counterparts in both the active duty Army and in the ARNG (see Table 2.7). The marriage rate of warrant officers in the ARNG and USAR, who make up 2% and 1% of these branches, respectively, is similar to warrant officers in the active duty force: approximately 80%.

Table 2.7. **Percent of ARNG and USAR Soldiers Married, by Rank Group: 2005**

Rank Group	Army National Guard	Army Reserve
Enlisted	46%	43%
Warrants	81%	76%
Officer	71%	71%
Total	49%	48%

Source: *Army Profile FY05*, OAD

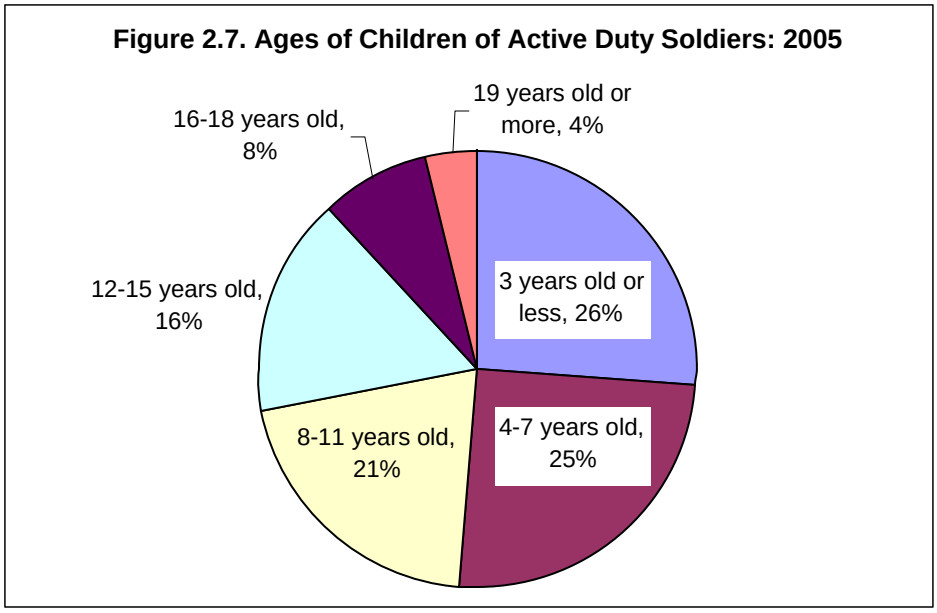
Dual-Military Marriages

In 2004, 10% of married, active duty Soldiers were in a dual-military marriage in which their spouse was in the Army or another Service branch. **Married female Soldiers are several times more likely than males to be married to another Service member** (39% versus 6%, respectively).[15] This trend is similar within the USAR. In 2004, 7% of all married USAR Soldiers were in a dual-military marriage, with female Army Reservists being several times more likely than their male counterparts to be married to a Service member (23% versus 3%, respectively).

Along with military single parents, Soldiers in dual-military marriages who have children are required by DoD policy to complete and maintain a family care plan documenting how their children will be cared for during deployment. Unlike Service members in these two groups, **military parents in traditional marriages (i.e., Soldiers married to civilian spouses) are not required to maintain a family care plan.** This DoD-wide practice reflects the optimistic assumption that during a deployment, the civilian spouse who remains behind will be able to fulfill all responsibilities related to parenting. One reason this assumption may be overly optimistic is that a large proportion of military spouses work outside the home (see chapter 5).

Children and Parenthood

As noted earlier, there are more than 450,000 dependent children within active duty Army families, and most are relatively young (see Figure 2.7). **More than half (51%) of Army children in 2005 were 7 years old or younger.**



Source: *FY2005 Active Duty Family/Number of Children Report*, DMDC

The large number of children in Army families who are not yet of school age creates a great need for reliable child care in and around Army communities, particularly for families in which the civilian parent works outside the home. During deployments, the need for child care increases. (More information about Army children is provided in chapter 6, and child care and youth programs are discussed in chapter 7).

Nearly half (44%) of active duty enlisted Soldiers had dependent children in 2005, and more than half (56%) of officers did (see Table 2.8). **In the enlisted ranks, most Soldiers with dependent children are found within the mid-career pay grades** (i.e., E5 to E6).

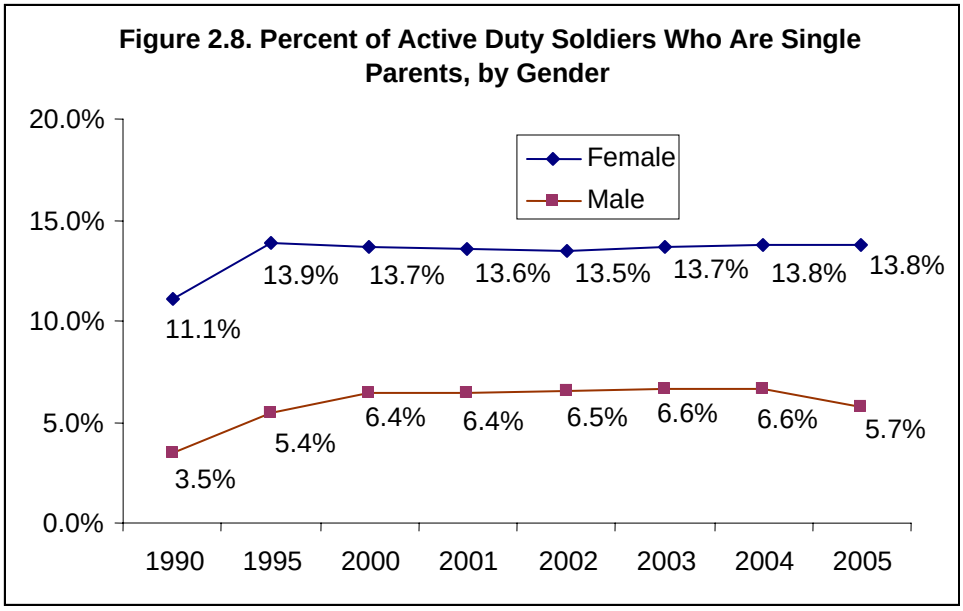
Table 2.8. **Active Duty Soldiers With Dependent Children: 2005**

Rank Group	Number With Children	Percent of All Soldiers in Those Grades	Percent of All Enlisted Parents
Junior enlisted (E1–E4)	50,485	23%	28%
Mid-grade NCOs (E5–E6)	86,803	63%	48%
Senior NCOs (E7–E9)	42,467	84%	24%
Total enlisted	179,755	44%	100%
Rank Group	**Number With Children**	**Percent of All Soldiers in Those Grades**	**Percent of All Officer Parents**
Warrant officers (W1–CWO5)	9,221	75%	20%
Company grade officers (O1–O3)	14,828	36%	33%
Field grade officers (O4–O6)	21,216	77%	47%
Flag officers (O7–O10)	171	53%	<1%
Total officers	45,436	56%	100%

Source: *FY2005 Active Duty Family/Number of Children Report*, DMDC

Single Parenthood

Although the marriage rate in the Army has decreased since the mid 1990s, the percentage of Soldiers who are single parents has increased slightly. In 2005, 7% of active duty Soldiers were single parents with a child enrolled in the Defense Enrollment Eligibility Reporting System (DEERS), compared to less than 6% in 1995.[16] Because DEERS does not keep track of which parent maintains legal custody, it is difficult to estimate how many of these single parent Soldiers are custodial parents. **Although the number of male single parents is higher in absolute terms due to their greater representation in the Army, the percentage of female Soldiers who are single parents is considerably higher than that of males** (see Figure 2.8). This is true for both the AC and RC, as is the fact that rates of single parenthood tend to be higher among women in the enlisted and warrant officer grades (see Table 2.9).



Source: *FY 2005 Active-Duty Family/Marital Status Reports*, DMDC

Table 2.9. **Soldiers Who Are Single Parents, by Branch, Gender, and Rank: 2005**

Branch	Active Duty Army			Army National Guard			Army Reserve		
Gender → / Rank ↓	Male	Female	Total	Male	Female	Total	Male	Female	Total
Officer	3.2%	7.4%	3.9%	5.2%	10.9%	5.8%	5.6%	11.4%	7.1%
Warrant	5.6%	19.5%	6.7%	5.8%	13.7%	6.4%	7.2%	18.4%	8.7%
Enlisted	6.2%	15.0%	7.4%	7.4%	14.6%	8.4%	7.3%	14.3%	8.9%
Total	5.7%	13.8%	6.9%	7.2%	14.3%	8.1%	7.0%	13.8%	8.6%

Source: *Army Profile FY05*, OAD

Although custodial single parents are officially prohibited from joining the military, in many ways the percentages shown in Table 2.9 simply reflect trends in the society from which the Army recruits. For example, in the civilian sector, single parenthood is more common within the African-American and Hispanic communities and less common among whites and those whose earnings and educational attainment are comparatively high.[17] It is therefore not surprising that rates of single parenthood in the Army are lowest among officers. On average, officers tend to be older, better paid, have higher educational attainment, and are less likely to be a member of a racial or ethnic minority compared to their enlisted counterparts.

Volunteerism

For many years, the Army's family support system has relied heavily on volunteer participation within the community of Army spouses. Whether they are teaching new spouses how to interpret a Leave and Earnings Statement (LES) in an Army Family Team Building (AFTB) course, helping to organize or lead a Family Readiness Group (FRG), or assisting other family members within the unit in less formal but equally important ways, volunteers are a crucial linchpin in the provision of support to Army families. During periods of frequent and

lengthy deployments, the family support needs of the Army community increase. This heightens the need for volunteers and makes their contributions even more important. Survey data indicate **the share of Army spouses who volunteer in their communities ranges from one-fourth to one-third** (see Table 2.10).[18] Research suggests many spouses who have voluntarily served as FRG leaders and in other family support roles have experienced heavy workloads due to unit deployments to Iraq and Afghanistan[19] (see chapter 7).

Table 2.10. **Estimates of Volunteer Participation Among Army Spouses***

1992 DoD Survey of Officers and Enlisted Personnel and Military Spouses	1997 DoD Survey of Spouses of Enlisted Personnel	1999 DoD Survey of Spouses of Active Duty Personnel	2001 Survey of Army Families		2004/2005 Survey of Army Families	
33%	33%	33%	26% (overall)		31% (overall)	
			Military Setting	Civilian Setting	Military Setting	Civilian Setting
			18%	21%	19%	22%

*Estimates from the 1992 and 1997 DoD spouse surveys are for all military spouses and are provided here for comparative purposes. There were no differences by Service in rates of spouse volunteerism as measured on the 1992 survey.[20] Note: The 1999 survey measured "nonmilitary" volunteer work.

Residence

About half of active duty Soldiers and nearly two-thirds of active duty Army family members live off post in housing embedded within the larger civilian community. Among active duty Soldiers who reported living in on-post housing in 2004, most were single Soldiers living in barracks or bachelor housing (see Table 2.11).

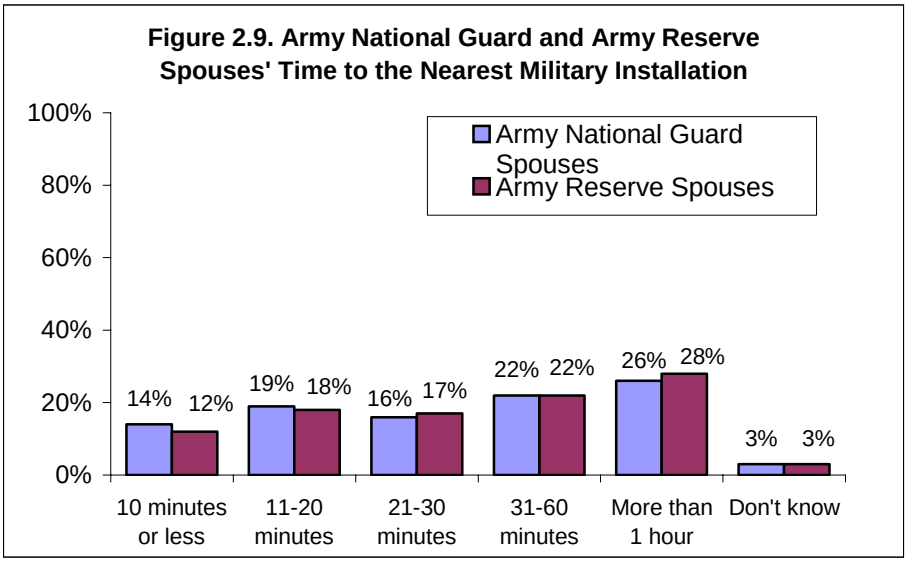
Table 2.11. **Places of Residence of Active Duty Soldiers: 2004**

On Post	Officers	Enlisted	Total
Barracks, dorm, BEQ, BOQ, UEPH, UOPH	2%	35%	29%
Military family housing, on post	17%	20%	20%
Privatized military housing, rented on post	1%	1%	1%
Off Post	Officers	Enlisted	Total
Civilian housing, own	35%	12%	16%
Civilian housing, rent	38%	25%	27%
Military family housing, off post	3%	5%	5%
Privatized military housing, rented off post	1%	1%	1%
Other	1%	1%	1%
Total	100%	100%	100%

Source: *April 2004 Status of Forces Survey of Active-Duty Members*, DMDC

Among active duty Army spouses surveyed by the DoD in 1999, one-third (34%) reported living in on-post housing, another third (32%) reported living in a civilian home they own, about one-fourth (23%) rented civilian or military quarters off post, and 8% reported living in military quarters constructed off post.[21] These estimates are very similar to those collected through the 2004/2005 *Survey of Army Families (SAF)*, except that a smaller percentage of spouses on the latter survey reported owning their home (28%), and a larger percentage reported renting (29%).[22]

Within Army communities, those living in government housing on or near post have more convenient access to the Army's formal support programs and the informal network of support represented by Army friends and neighbors.[23] **Because virtually all ARNG and USAR families reside in civilian communities, there is a challenge to ensure access to the support they need, particularly during extended periods of mobilization and deployment.**[24] Survey data indicate the time required for many RC family members to reach the closest installation to access these resources is considerable[25] (see Figure 2.9).



Source: *2000 Survey of Spouse of Reserve Component Personnel*, DMDC

Although the formal and informal resources found within and around large Army installations are not easy to replicate, there has been an ongoing effort in recent years to facilitate access to community and family support for RC Soldiers and their families. Some of these initiatives represent a sea change in the way support has traditionally been provided to members of the RC community (see chapter 4).

3. Common Demands of Army Life for Families

The material presented in this section is intended to highlight the unique demands and challenges of Army life. It is important to recognize, however, that military service brings a number of positive rewards and experiences for its members and families (see chapter 1). The Army and its sister Services could not have maintained a successful all-volunteer force from 1973 to the present if this were not the case. It is also important to note that while the demands of military life often prove difficult for families to adapt to, particularly during times of war, the Army provides unique benefits, programs, and services to help support families (see chapter 7).

The challenges involved for Service members and their families to maintain balance between work and family have been described in much research. As "greedy institutions," **both the military and the family make many demands on their members in terms of time, energy, commitment, and sacrifice—often simultaneously.**[26] Soldiers' military obligations often conflict with their responsibilities and roles as spouses, parents, sons, daughters, and friends. It can often be difficult to successfully balance these obligations while maintaining both a military career and positive, healthy family relationships.

Several demands of military service have persisted over time, and Soldiers and families must learn to deal with them regardless of when they serve (although their frequency and severity change over time and under different circumstances). Among these are deployment and other kinds of family separations, risk of injury or death, frequent relocation, behavioral expectations, long and unpredictable hours, and residence in foreign countries. In general, research has found that **families who experience difficulty adjusting to these demands of Army life tend to report lower morale and well-being than families who experience fewer adjustment problems.**[27] Each of these demands is discussed briefly in the following paragraphs.

Deployment and Other Family Separations

Although the Army moves families to keep them close to their Soldiers, **deployments and other kinds of physical separation, such as for training, are inherent in Army life.** Periods of separation for Army assignments can vary from a few days to more than a year. Physical separations are difficult for families, but the separation is even more stressful if it involves deployment to a conflict zone because of the increased possibility that the Soldier may be injured or killed. Deployments can begin with relatively little advanced notice and can extend well beyond their original planned duration if the military situation warrants. Furthermore, deployments are often fraught with uncertainty for family members. For example, the location of the operation may need to be kept secret or the date of the unit's return may be unable to be specified.

A great deal of research has been and is being conducted about Soldier and family experiences with deployment and about what helps families cope with the stresses that this type of separation creates. These findings are presented in chapter 3.

Risk of Injury or Death

More than 1 million military personnel have died in America's wars throughout the nation's history, and the possibility of injury or death represents a perennial occupational risk for Soldiers. This is especially true during deployments, but these risks are present in times of peace as well. In fact, **hostile deaths accounted for less than 2% of military deaths between 1980 and 1999.** In peacetime, military deaths can result from accidents (e.g., vehicle crashes), incidents during humanitarian and disaster relief efforts, and many other causes including homicide, illness, and suicide. Occasionally, causes of Soldiers' deaths remain undetermined.[28] Although it comprises a relatively young and healthy population, the military as an organization with nearly 3 million members (active and reserve) is not invulnerable to the trends and misfortunes that affect the larger population.

In times of armed conflict, the risk of injury or death increases significantly. At this time, deaths from training accidents and other causes continue to occur in addition to the nearly 3,000 U.S. Service members who have died in action since the start of the Global War on Terrorism (GWOT) in late 2001. Thousands more have been wounded during this period. Operation Iraqi Freedom (OIF) appears not to discriminate regarding death—Soldiers from each Army branch, gender, race, and rank have been killed, suggesting all Soldiers are vulnerable.[29] Support available for families of those killed or wounded is discussed in chapter 7.

Frequent Relocation

The Army maintains several hundred installations around the world, most of which are in the continental United States (CONUS), but there are many overseas in places such as the Middle East, Japan, and South Korea. The Army decided long ago to rotate Soldiers among these locations, both to ensure equity among those who serve and because different bases often have unique missions and types of units. During the course of an Army career, rotation historically has allowed Soldiers to acquire specialized technical training and skills essential for both the Soldier's career advancement and the accomplishment of the Army's mission. **For Army families, the result of this policy is that they tend to relocate much more frequently than most civilian families.**

Some Army family members report they enjoy the adventure of relocating to different parts of the United States and overseas and consider this a positive aspect of military life.[30] **Over the last few decades, however, research has emphasized the unintended negative consequences of frequent relocation on military families' quality of life.** For example, in 2003, between one-third and one-half of Soldiers undergoing a Permanent Change of Station (PCS) move reported experiencing a moderate, large, or very large problem with waiting for permanent housing to become available (36%), not having enough time to prepare for the move (47%), timeliness and accuracy of reimbursements (43% and 40%, respectively), changes in the cost of living (49%), loss or reduction of spouse income (46%), and changing dependents' schools (38%).[31] Because of these and other factors, frequent moves are associated with decreased satisfaction with military life.[32] Spouses report that relocation negatively affects their ability to build a career (see chapter 5) and that moving frequently can create a lack of continuity in the education and personal relationships of military children[33] (see chapter 6).

Most Army families adjust well to relocation; **however, families who have recently relocated report lower levels of family adjustment than those who have been at their current post for more than a year.**[34] Families with strong personal, financial, and social support also adjust to relocation better than those with fewer resources.[35] Perceived supportiveness of Army leaders is also associated with successful relocation adjustment among Army families.[36] As the importance of the family's role in the Soldier's career decision has become more salient to military leadership, more attention has been paid to methods and strategies that can reduce the frequency of moves experienced by families (e.g., stabilization initiatives) and mitigate the hardships associated with relocation (e.g., relocation assistance programs).

Behavioral Expectations

Another major difference between civilian and military jobs is the amount and kinds of involvement the military has with Service members' families and the expectations it has for their behavior. During the course of an Army career, it is not only the Soldier who can expect scrutiny from his or her superiors. If a family lives on post, the military becomes one's landlord, doctor, police force, and merchant. Living on post means the Army is more aware of what Soldiers and their families do daily, and the organization can take punitive action against Soldiers if their families do not follow post regulations such as keeping up the house, cutting the grass, or obeying civilian or military laws.

The Army can also create and reinforce expectations for the spouses of senior Soldiers to volunteer their time, including helping support other families. For example, **at higher ranks, military leaders routinely expect spouses of senior Soldiers to organize activities, act as mentors, and assist unit families during deployment,** even though there is no formal requirement for spouses to do so. Pressures for spouses to conform to the military's behavioral expectations in these areas can be stressful, particularly for officers' families.[37]

With respect to such behavioral expectations, family members often find themselves dealing with a set of unwritten rules. Compared with past generations, however, there may be increased reluctance among today's Soldiers and families to accept uncritically many of the Army's long-standing expectations, particularly those that affect the balance between work and family[38] (see chapter 1). Further, compared to past decades, more women—including mothers of young children—are participating in the paid labor force and pursuing their own careers, and they may be less likely to consider the role of military spouse and the expectations associated with that role as a main priority or source of identity. It is also important to note that in 2004, approximately 7% of Army spouses were men (military or civilian),[39] and it is unclear how traditional military expectations that have long been experienced by Army wives might affect, or be perceived by, Army husbands.

Long and Unpredictable Hours

Because its mission to protect the nation is so unique, the employer-employee contract for Service members is quite different from that of other occupations. Put simply, the needs of the Service come first. Thus, in addition to the challenges already discussed, Soldiers can be required to work "24/7" at any place the Army requires. Furthermore, the contract can only be prematurely ended by the armed forces. The Soldier can ask to be separated, but if the Army continues to need the Soldier's service, the contract can actually be extended beyond its normal expiration period, as in the case of "stop-loss" orders. Because the contract is for 24/7 service, involuntary overtime is common and is not accompanied by additional pay or benefits.[40] Given this requirement, one challenge for military families is to learn how best to cope with long and unpredictable workdays. For example, **recent research conducted with Soldiers and families who have experienced deployments to Iraq and Afghanistan suggests that preparing a unit for deployment places extraordinary demands on Soldiers' time** (e.g., extended duty hours for maintenance, training, and preparing for inspections) at precisely the period when family members seek time to connect with their Soldier before the separation[41] (see chapter 3).

On the positive side, supervisors can give Soldiers time off to attend to family obligations—such as a parent-teacher conference or taking a family member to the doctor—without loss of pay or benefits. Such granting of time off has been shown to increase Soldier commitment to the Army.[42] In many civilian jobs, taking time off for activities such as these might mean a loss of pay or vacation time.

Foreign Residence

Foreign residence is another relatively unique aspect of Army life that can affect Army families. For some families stationed overseas, learning a new language, culture, and economy can be a broadening experience, while others view these experiences as sources of stress. **Families living outside the continental United States (OCONUS) have reported lower levels**

of satisfaction with family life than their counterparts stationed in the United States.[43] Spouses of Soldiers stationed OCONUS also have more difficulty finding jobs and have lower incomes than spouses of Soldiers stationed in the United States.[44]

4. Summary

Soldiers and their families differ from civilian families in many ways, both in their demographic characteristics and in the lifestyles their jobs require. The demography of Army families has implications for designing policies, programs, and practices that provide for Soldier and family well-being and lead Soldiers to want to stay in the Army. Compared to civilian workers, Soldiers and their spouses are younger on average and are more likely to be members of racial and ethnic minority groups (especially female Soldiers). Although the percentage of Soldiers who are married has declined since 1993, about half are married, and they are much more likely than their civilian peers to have family responsibilities at young ages. Army family members outnumber the Soldiers themselves. Most Army family members are children, and most of the children are 7 years old or younger.

Female Soldiers are less likely to be married and have children than male Soldiers. The percentage of Soldiers who are single parents has increased since the mid 1990s to about 7%. About 10% of AC Soldiers and 7% of RC Soldiers are married to other Service members; not surprisingly, women Soldiers are more likely to be in dual-military marriages. Many Army spouses (between one-quarter and one-third) volunteer in their communities, and family support programs have been, and remain, heavily dependent on volunteers. About two-thirds of active duty Army families live off post. RC families tend to live further from installations (and installation-based support resources) than AC families.

There are several fundamental differences between civilian and military jobs that arise due to the unique and important mission of the military and the special nature of the employer-employee contract that guides a Soldier's military career. These unique aspects of the military occupation generate significant demands and challenges for military families. **Research has shown that with knowledge and a set of realistic expectations, military family members can and do adapt to the challenges of military life; become self-reliant and confident; and lead fulfilling, satisfying family lives.** The demands of Army life do not affect all family members in the same way, however, nor are all families exposed to the same demands throughout their Soldier's career. Understanding the relationships among the characteristics of Army families, the demands they face, the ways they meet these challenges, and what the Army does (and can do) to help families is a major purpose of this report and the primary focus of subsequent chapters.

CHAPTER 3: DEPLOYMENTS—SEPARATION AND REUNION AMONG ACTIVE COMPONENT (AC) SOLDIERS AND THEIR FAMILIES

Questions addressed in this chapter:

What challenges do deployments pose for Army families? How have these changed recently? Which aspects of deployment are most difficult for families?

What are the challenges during the predeployment phase? How can families best prepare for deployment? What is the Army's role during this phase?

What are the challenges during the deployment phase? What factors affect family adaptation to deployments?

What roles do communication and access to information play in helping Army families adapt to deployments?

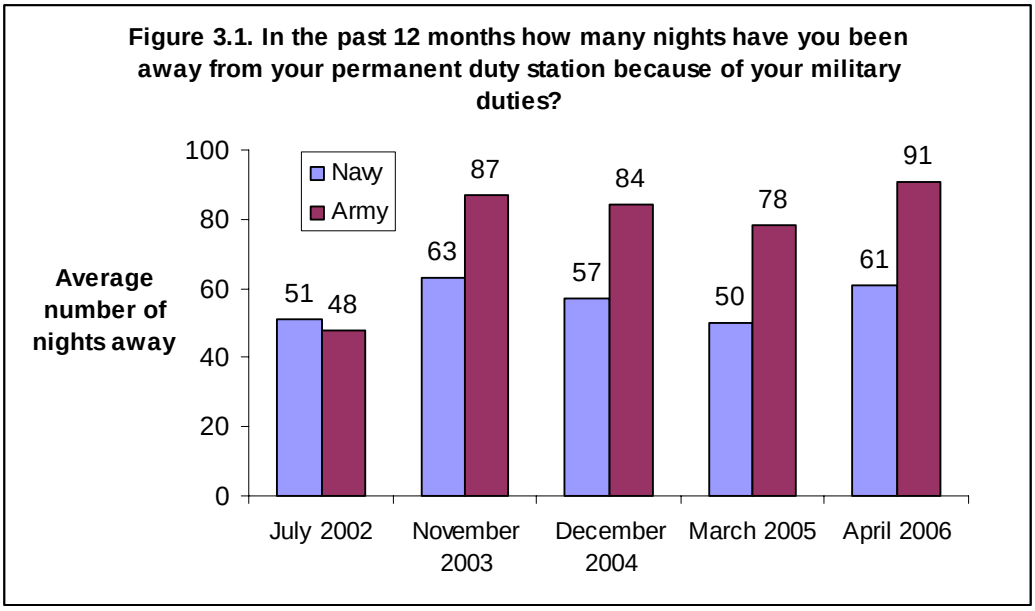
What challenges do Soldiers and their families experience with reunion and reintegration during the postdeployment phase?

1. Introduction

Family separations have long been an inherent characteristic of Army life, and virtually all Army families experience duty-related separation from their Soldier.[1] Separations result from Soldiers training in the field, being assigned temporary duty away from their home base, going to Army schools, completing unaccompanied tours of duty, and being deployed on military operations. Although each of these separation events poses challenges for Army families, deployments are unique in many respects, including the level of danger and uncertainty associated with them. This chapter focuses on literature, studies, and data that address deployments exclusively, although many of the findings apply to other kinds of family separation. Deployment refers to discrete events in which Soldiers are sent with their unit (or as individuals joining another unit) to a particular location to accomplish a specific military mission. Additionally, this chapter focuses on research conducted within the Active Component (AC). Although many of the issues and findings highlighted here apply to families in the Reserve Component (RC), the Army National Guard (ARNG) and the U.S. Army Reserve (USAR) are unique in a number of ways that have important implications for how RC families experience and adapt to deployments. A detailed discussion of mobilization and deployment for RC families is provided in chapter 4.

As noted in chapter 1, the nature and frequency of deployments have changed since the end of the Cold War, and America's current military involvement in Iraq, Afghanistan, and the Global War on Terrorism (GWOT) means **Army family life today is characterized by more frequent and less predictable separation than it used to be.** Lately, Army families have experienced more separation than has been customary for Navy families, for whom the "ship to shore" rotation has long been an established routine. Figure 3.1 shows that although the average number of nights away from the permanent duty station was similar for both Services in July 2002, by November 2003, the average time away for Army personnel had surpassed that of Navy

personnel by a wide margin. Furthermore, Navy sea duty typically has been 6 months or shorter, whereas Army deployments for Operations Iraqi Freedom (OIF) and Enduring Freedom (OEF) have been longer—typically 12 months—with significant likelihood of extension. Of course, as Figure 3.1 shows, Navy personnel also experienced periods of increased separation since 2002.[2]



Source: *April 2006 Status of Forces Survey of Active-Duty Members: Leading Indicators*, Defense Manpower Data Center (DMDC)

Research on family separation for deployments is especially important because of the high operational tempo (i.e., increased length and frequency of deployments) associated with OIF, OEF, and the GWOT. Indeed, recent research shows that **deployments and the family separation they entail are at the top of Army spouses' list of challenges of Army life and that work-family balance issues (e.g., extended separations, lack of time with family) are the factors most frequently cited by Soldiers and family members as reasons to leave the Army.**[3] Yet, despite the emphasis that Soldiers and family members give to work-family factors when surveyed or interviewed about their career intentions, there is also evidence that deployments *enhance* retention for some Soldiers. For example, RAND found that during the 1990s, deployment positively impacted reenlistment among first- and second-term Soldiers, even those with family members.[4] For many Soldiers, deployments provide an opportunity to use acquired skills and training, gain experience in areas important to career advancement in the Army, and contribute to the nation in ways they expected when joining the military.[5]

Although these two findings—that work-family issues are frequently cited as reasons for leaving the Army and that deployment positively impacted reenlistment—may appear contradictory, it is important to note that Soldiers and their families do not all experience deployments in the same way and that they must ultimately consider many factors other than separation when making the military career decision. These factors, which can differ between Soldiers and families at various career stages, can include the Soldier's proximity to retirement eligibility; the Soldier's and family's satisfaction with military life; alternatives for comparable pay, benefits, and job satisfaction in the civilian sector; and available retention bonuses. For example, although the Army met its retention goals for the 2005 fiscal year,[6] its annual spending

on reenlistment bonuses during 2005 (about $500 million) was roughly five times greater than that of the pre-September 11, 2001, period (about $100 million).[7] **It appears likely that, at least for Soldiers in applicable specialties, incentives offered by the Army (e.g., reenlistment bonuses, choice in assignment) are influencing many Soldiers to stay in the Army despite substantial, ongoing concerns about the impact of deployments on work-family balance.**[8]

> *"[Soldiers] may prefer some deployment to none, but also prefer not to have frequent, lengthy deployments that take them away from home for much of the year."*
>
> —James Hosek, RAND
> Testimony to the House Armed Services Committee, March 24, 2004

Because Army deployments associated with OIF, OEF, and the GWOT are longer and more frequent than any that occurred in the 1990s, more research is needed to determine the effect that current deployments have had, and are having, on retention. What does seem clear is that Soldiers "prefer some deployment to none, but also prefer not to have frequent, lengthy deployments that take them away from home for much of the year."[9] Research reviewed for this chapter suggests that **family members also expect their Soldiers to be deployed but become increasingly dissatisfied as the length, frequency, and unpredictability of deployments increase**[10] (see Table 3.1).

Table 3.1. **Spouse Satisfaction With Army Life, by Length of Family Separation**

Longest consecutive time separated (last 36 months)	1–3 months	4–6 months	7–9 months	10–12 months	13–15 months	16–18 months	18+ months
Percent satisfied or very satisfied with Army life	61%	56%	53%	51%	50%	47%	40%

Source: 2004/2005 *Survey of Army Families*, U.S. Army Community and Family Support Center (CFSC)

Although the nature of current Army deployments differs from that of other Services and of the Army in the past, there are many aspects that are common to most deployments. This chapter identifies those aspects that tend to affect families the most and documents how family responses to deployment can vary by characteristics of the deployment or of families themselves. Challenges of deployments, and findings about how families respond to them, are discussed first by phase—predeployment, deployment, and postdeployment. This chapter concludes with a set of recommendations and suggested policy changes driven by research findings. For a discussion of the kinds of support available to help Soldiers and their families deal with separation and reunion, evaluation of what works best, and recommendations concerning support that Army families need, see chapter 7.

2. Challenges of Deployment: The Predeployment Phase

Preparing for Deployment

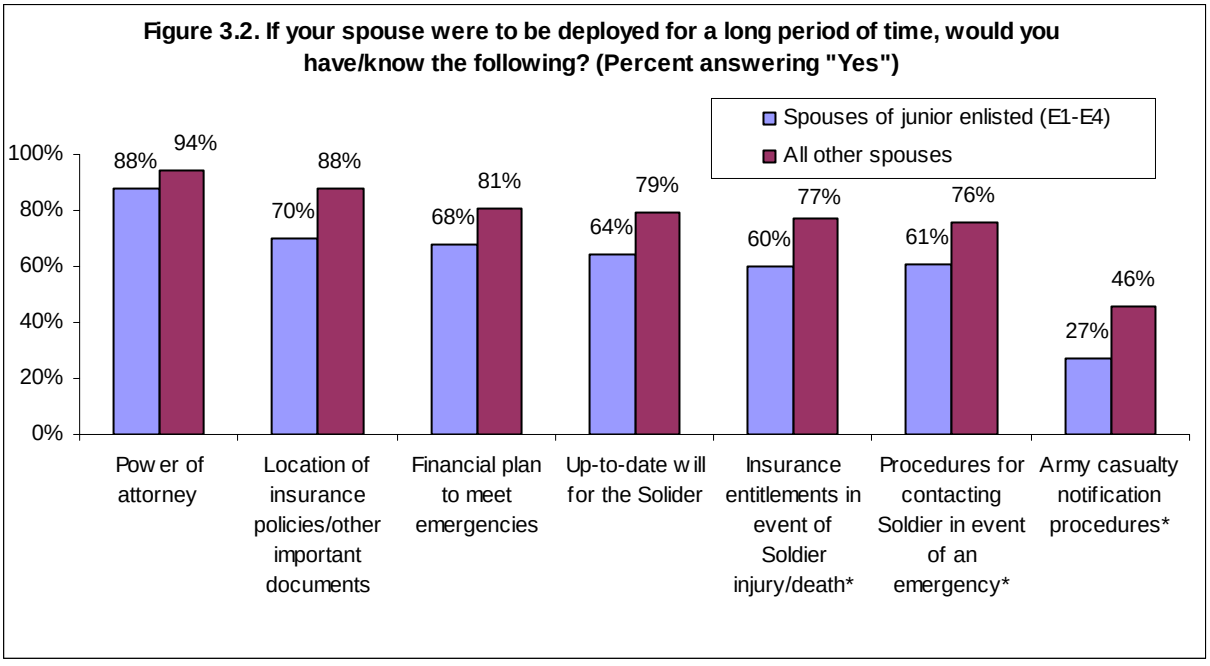
Preparing for a major overseas deployment is a large undertaking. Extra tasks in the unit often mean Soldiers spend more time at work when their families want them at home to help prepare for the separation.[11] A common finding across many deployments is that **spouses are often dissatisfied with the lack of time given to Soldiers during the predeployment period to get their affairs in order.**[12] The extent to which families report being prepared for deployment is also related to the amount of advance notice they receive.[13] However, since a military

emergency can occur with little or no advance warning—and because deployment in the 21st century expeditionary Army is not a question of *if*, but *when*—a major goal for Army leaders and family support providers is to help family members think about deployments as a condition of Army life rather than as atypical events.[14] This is a worthwhile goal because research indicates **families that are prepared in advance appear to weather deployments more successfully.**[15]

Long before a deployment is announced, it is best for Army families to have prepared by accomplishing certain administrative tasks. These include obtaining a Soldier will, power of attorney, family member identification card, and direct bank deposit of the Soldier's pay. Through the *Survey of Army Families (SAF)*, the Army has periodically asked spouses if they maintain or have recently acquired a Soldier will and legal power of attorney and if they know the location of important family documents. Findings indicate the majority of spouses are prepared in these ways.[16] Similarly, surveys conducted in 1993 with spouses of Soldiers deployed for Operation Restore Hope (ORH) in Somalia, and in 1996 with spouses of Soldiers deployed for Operation Joint Endeavor (OJE) in Bosnia, found that **the majority of spouses had a power of attorney, an updated Soldier will, and they knew the unit point of contact and how to contact the Soldier in an emergency.** However, spouses were less likely to be prepared in other important ways, such as having adequate savings to meet household expenses and knowing how the Army's casualty notification system works.[17]

On most measures, spouses of junior enlisted Soldiers (E1–E4) are less likely than others to report they are prepared for deployment—for example, having adequate savings, a Soldier will, and knowledge about how to contact the Soldier and about the casualty notification process.[18] The lack of savings is particularly important since it is associated with poor adaptation to deployment.[19] Figure 3.2 compares the responses of spouses of junior enlisted Soldiers on the 2004/2005 *SAF* with those of other spouses on several measures of deployment preparedness.

Figure 3.2. If your spouse were to be deployed for a long period of time, would you have/know the following? (Percent answering "Yes")



Source: 2004/2005 *Survey of Army Families*, U.S. Army CFSC
*The question stem for these items was: "There are many documents and procedures which are unique to the Army. Do you know the following?"

Of course, being prepared for a deployment involves more than having papers and other administrative affairs in order. **Psychological preparation is also predictive of a family's ability to adapt during deployment.** This kind of preparation includes the family believing they can solve problems during the deployment, trusting the Soldier will be protected, and having the spouse support the mission.[20] With respect to the former, findings from the *SAF* conducted during 1995, 2001, and 2004/2005 demonstrate that a large majority of Army spouses believe they are well informed about the Army, are comfortable dealing with Army agencies and the medical system while their Soldier is away, and are knowledgeable about how to get help in an emergency.[21]

The 2004/2005 *SAF* data also indicate that **the extent to which spouses believe they will be able to cope successfully with a deployment varies by how long they expect the deployment to last, with longer deployments perceived as more difficult.** Open-ended deployments (i.e., those of unspecified duration) pose the greatest challenge; most spouses report this scenario would represent a serious or very serious problem.[22] Spouses who are especially affected by the lack of certainty surrounding deployment length are those with less experience (e.g., spouses of junior enlisted personnel and junior officers) and those living outside the United States.[23]

Psychological preparedness for deployment also involves the Soldier and family member(s) reaching a common understanding about important family decisions. These include how extra expenses will be met, what decisions the spouse at home should make without consulting the deployed Soldier, where key family documents will be kept, and who will watch the children if the spouse at home gets sick. Couples who work on building mutual trust and respect at this stage are more likely to have their marriage withstand the separation. The more the couple has reached a common understanding before the deployment, the more quickly they can move through the mechanics of getting their affairs in order and the more likely they are to deal successfully with the deployment.[24]

Deployment Preparedness: The Family Care Plan

As noted in chapter 2, Soldiers who are single parents or members of a dual-military family with children are required to have a family care plan that specifies arrangements for continuous child care coverage for the entire deployment as a condition of being deployed. However, research is not consistent about whether parents in these two groups can always deploy. In an Army-wide survey, RAND found that custodial single parents and members of dual-military couples were less likely than other Soldiers to meet the requirement and be able to be deployed. However, during Operation Just Cause in Panama from 1989 to 1990, researchers from the Walter Reed Army Institute of Research (WRAIR) found no difference between rates of deployment among different types of Soldiers (i.e., single parents; dual-military couples; single Soldiers with no children; and Soldiers married to civilians, with or without children). The Soldiers deployed to Panama were in units accustomed to frequent deployment and therefore may have been more likely to keep their deployment child care arrangements up to date.

Since these studies were conducted, the Army has required Soldiers who are single parents or in a dual-military marriage to update their dependent care plans more frequently. Research conducted by the Defense Department Advisory Committee on Women in the Services (DACOWITS) found that Service members have mixed opinions on the effectiveness of family care plans, with some suggesting they are indispensable tools for unit leaders and others suggesting they are of limited use because it is time consuming and difficult to ascertain whether the plan accurately reflects current conditions.

Sources: Burnam, Meridith, Sherbourne, Valdez, & Vernez, 1992; Bell, Stevens, & Segal, 1996; Defense Department Advisory on Women in the Services (DACOWITS), 2005

Uncertainty, Unpredictability, and Fear

Uncertainty is a stressor during all phases of deployment. When a deployment is first announced, there is a great deal of uncertainty about most aspects of it. Questions may include the following: Where is my spouse going? How long will he or she be gone? Is he or she in danger? How do I get in touch with him or her if I have an emergency? If spouses cannot get answers to these questions promptly, their distress is greatly increased.[25] Part of the uncertainty lies in the rapidly changing conditions that can exist before deployment. A consistent research finding is that **family members desire a fixed departure date so they can plan their lives.**[26] In many deployments, spouses have reported saying goodbye to their Soldiers more than once or missing saying goodbye when the Soldier actually left.[27] Spouses report both of these experiences are very stressful.

Similarly, **changes in return dates wreak havoc with family reunion plans and cause emotional upheaval.**[28] Reunions must be planned and, although they are usually eagerly awaited, they also tend to be stressful. Postponing them—or even moving the return date earlier—makes it difficult for both Soldiers and their family members. There may be times when uncertainty is unavoidable or outside the control of Army leaders; under these circumstances, it

is important to help families find strategies (e.g., staying in touch with the Family Readiness Group [FRG]) to help them cope with a lack of definitive information.

Another common stressor is fear for the Soldier's safety, living conditions, and physical health. Although this is most common for deployments to war zones, it has also been found for peacekeeping operations (e.g., the Multinational Force and Observers mission in the Sinai Peninsula) and operations where the mission changed from humanitarian to war (e.g., ORH in Somalia).[29] Frequent spouse concerns about the deployment include not knowing what is occurring in the theater of operations. Spouses experience stress when they cannot get timely and accurate information about their Soldiers.[30] Families may withdraw their support for the mission when, for example, they perceive their Soldiers are in danger from those they were sent to help, as in the case of ORH.[31]

Fueled by uncertainty, rumors can be common before and during deployment. Rumors tend to be about topics that are important to families but where few facts are known, such as departure and return dates. Rumors are disturbing, particularly for spouses who have difficulty adapting to the emotional stress of the deployment, who rate their unit leaders as poor at supporting unit families, or who do not participate in the unit's FRG.[32] Rumors are also more problematic for spouses who have problems establishing direct communication links to their Soldier.[33] Other aspects surrounding communication during deployment—including resources family members use to access information and their experiences with communication media—are discussed later in this chapter.

Family Members' Social Construction of the Deployment

Families' experiences with deployment vary with how they interpret the mission's purpose. The meaning that family members, individually and collectively, attach to what is happening—referred to as their "social construction" of the deployment[34]—plays a central role in deciding what they will do in response to the event, and thus what level of adaptation they might eventually achieve. Family members' social construction of the deployment—their own and in the context of what they hear from extended family, friends, and news media—affects their attitudes, behavior, and level of stress.[35] For example, the family might see a stressful event as one from which they cannot recover and a sufficient reason to break up the household or as a challenge to strengthen the entire family as they face it together.[36] When family members adopt positive, "can-do" attitudes toward challenges they will face in an upcoming deployment, the probability of successful coping is increased. In addition to suggesting that spouses of deployed Soldiers combat depression by becoming active and seeking social support and information, having a positive attitude is at the heart of the advice given to families undergoing deployments.[37]

Research suggests **it is easier for family members to keep a positive attitude when they believe the sacrifices they are making during a deployment are worthwhile.** Being worthwhile can mean the mission is important to the country, the Soldier is being rewarded for his or her service (e.g., gaining skills, being promoted), or the Army is helping the Soldier maintain work-family balance by offering time off to get important family matters accomplished.[38] During the predeployment phase, **Soldier and family attitudes are more positive if Army leaders keep unit personnel and family members informed about the nature of the mission** and its importance, likely living conditions for the Soldiers, how families

will be informed about Soldiers' well-being, and how Soldiers will be able to communicate with those at home.

Media coverage of the deployment (discussed later in this chapter) also has an effect on families' construction of the separation and can contribute to family adaptation. For example, comparable data collected during three different deployments indicated spouse adaptation was higher during Operation Desert Shield/Storm (ODS), a mission with high levels of public support and continual and favorable media coverage, than for peacekeeping and humanitarian missions in Somalia and Bosnia, which had less support from the American public and sporadic coverage from the national media.[39]

3. Challenges of Deployment: The Deployment Phase

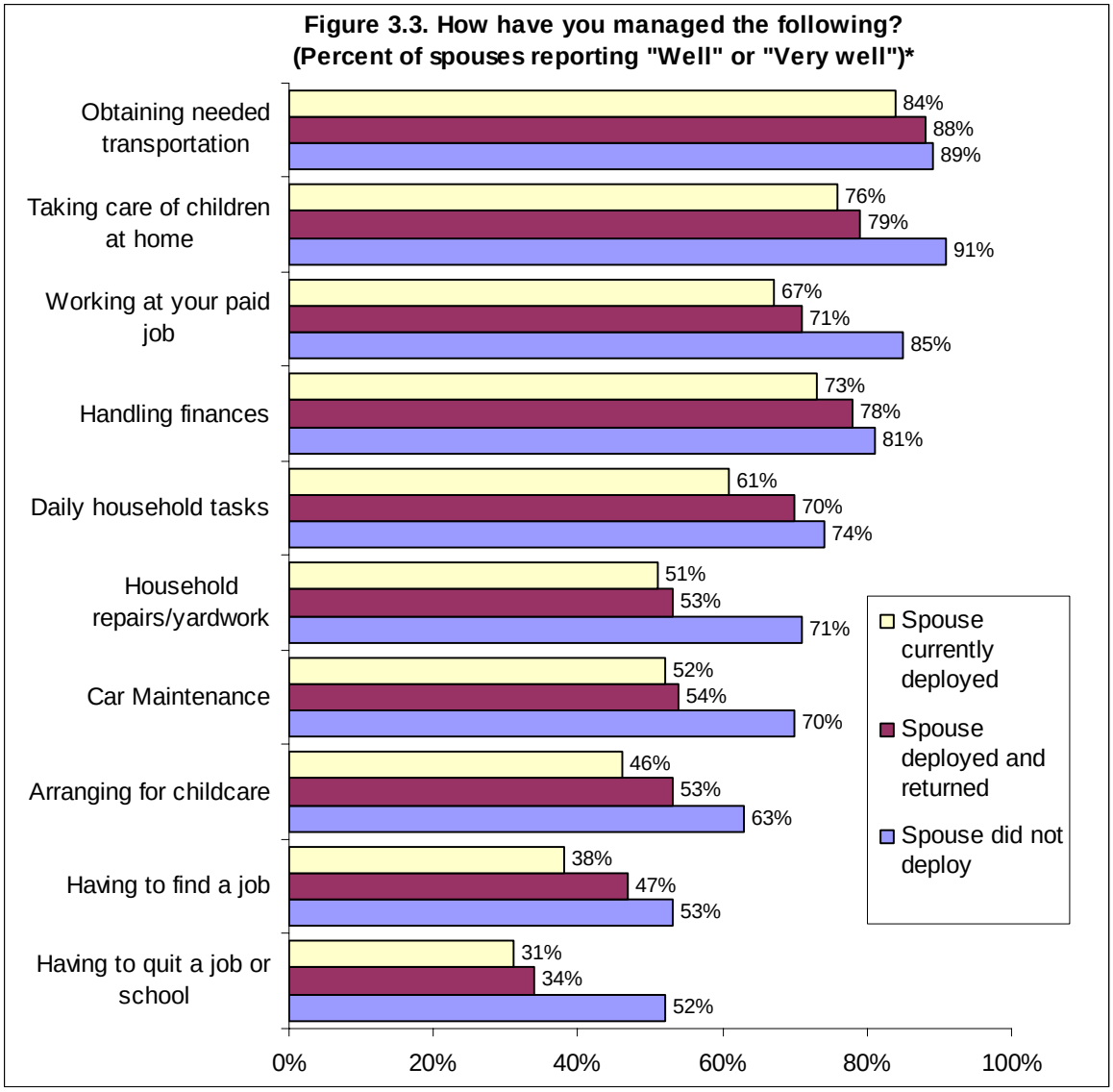
Loneliness

Loneliness is a nearly universal spouse emotion during deployment-related separations. This has been true of every deployment studied regardless of the circumstances. For example, 96% of spouses of Soldiers deployed to Somalia for ORH reported experiencing loneliness at least once a week and most (66%) found it stressful.[40] A large majority of spouses also reported experiencing loneliness once a week or more during ODS (84%) and OJE (87%), the peacekeeping mission in Bosnia.[41] More recently, a 2004 survey found that 84% of spouses of Soldiers currently deployed experienced loneliness often.[42] Spouses report missing the companionship and intimacy they normally share with their deployed spouse, and many regret their Soldier being unable to share in once-in-a-lifetime events that may occur during deployment (e.g., a first Christmas together, a child's birth, a baby's first steps).[43]

Although feelings of loneliness are normal for nearly all spouses who experience deployment, only about one-third report managing these feelings well. This appears to be true for periods of separation of different lengths. For example, data from the 2004/2005 *SAF* indicate that among spouses of Soldiers who had had been away more than 20 of the previous 36 months, 33% reported managing loneliness "well" or "very well." This compares with 34% of spouses whose Soldiers had been away for 10 to 19 months and 35% of spouses of Soldiers who spent 1 to 9 months away out of the last 36 months.[44]

New Roles and Challenges

Spouses at home miss their Soldier's assistance with household responsibilities (e.g., home repairs, handling finances, yardwork, transportation), but the majority of spouses surveyed during deployments in the 1990s reported being able to manage these and most other tasks effectively while their Soldier was deployed.[45] Evidence from more recent deployments suggests, however, that **for certain kinds of tasks, spouses of deployed Soldiers do not manage as well as spouses who have not experienced a recent deployment** (see Figure 3.3). Compared to spouses of nondeployed Soldiers, spouses of deployed Soldiers have more difficulty with tasks such as arranging for child care, working at their paid jobs, managing house and car maintenance, and having to quit a job or schooling. Arranging child care, finding a job, and leaving a job or school are particularly difficult; less than half of spouses of deployed Soldiers in these circumstances report managing these tasks well (46%, 38%, and 31%, respectively).[46]



Source: 2004/2005 *Survey of Army Families*, U.S. Army CFSC
*Spouses of nondeployed Soldiers were asked to consider the past 12 months.

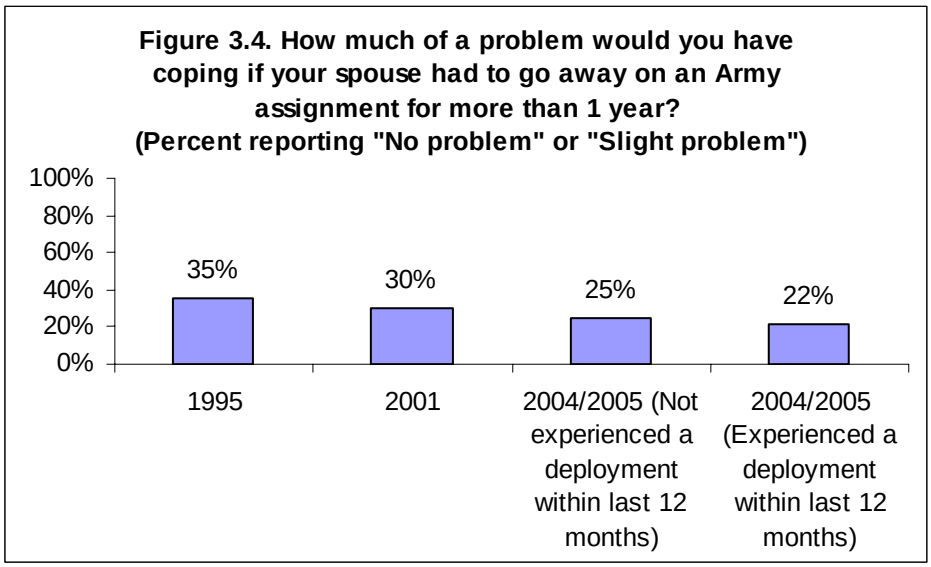
On the positive side, **spouses of deployed Soldiers often find themselves developing new skills and competencies that can serve as a source of pride and lead to a sense of independence and self-reliance.**[47] For example, spouses may take on roles the Soldier usually performed (e.g., doing household repairs, balancing the checkbook); others may learn about available outside help and how to access it. Although many spouses experience positive changes in their self-perception brought about by their ability to accomplish new tasks, these changes can also lead to a need to renegotiate roles and responsibilities within the family when the Soldier returns. (Reunion and reintegration issues are discussed later in this chapter.)

Deployment Length and Frequency

> *"An increased number of deployments would seriously affect my family life. Family comes first. [My plan for] after the Army still satisfies what I want to do—serve our nation and fight terrorism—but I don't want to be away from my family for a year."*
>
> —Junior officer, USA, in response to questions from DACOWITS, summer 2004

A consistent research finding is that **Soldiers and their families have a harder time coping with long deployments than with shorter ones.** Spouses who experience shorter deployments tend to report better adjustment, and levels of adjustment decline with increased months of separation. Furthermore, unusually long deployments appear to have greater negative consequences on family adjustment than a sequence of shorter separations.[48] Survey data suggest families cope more effectively with separations of up to 6 months; beyond that, they anticipate more problems and experience greater stress.[49]

Research conducted during OIF and OEF finds that deployments up to and more than 1 year are widely seen by Army family members as too long for the family to be separated and that Soldiers and family members experience frustration and dissatisfaction when comparing the length of Army deployments with those of the other Services, which tend to be much shorter.[50] The worst experiences—and the most complaints—have resulted from 12-month deployments that are then extended to 15 months or longer.[51] As shown in Figure 3.4, trend data indicate Army spouses' self-perceptions about their ability to cope with long separations have steadily declined since the mid 1990s.[52]



Sources: *Survey of Army Families* (1995, 2001, and 2004/2005), U.S Army CFSC

The negative effects of long deployments on family members' satisfaction with military life and other aspects of family well-being (see chapter 5) are exacerbated by the increased frequency of Soldiers deploying. **Families need time together between deployments to accomplish major household tasks, reestablish relationships, and maintain a balance between work and family life.** Even when they are not deployed, Soldiers are often away from their families

for long hours to prepare for the next deployment.[53] Frequent separation is clearly a risk factor in personal and family adjustment,[54] and thus when Soldiers deploy frequently, they and their families require more informal and formal support to preserve their marital relationships.[55] See chapter 7 for a description of the formal support services provided to families by the Army and more details on what support families require.

> *"They need to look at the OPTEMPO [operational tempo]. They need to know what families are going through. When you can see a light at the end of the tunnel you can suck it up, but when there is no light, that is when you want to ask if our 20 is up."*
>
> —Army family member, in response to questions from DACOWITS, summer 2005

Although retention data at this time do not yet suggest a "manpower challenge,"[56] the Army recently forecasted a shortage of officers at the grades of O3 and O4 by 2007, attributing the shortfall to wartime demands.[57] These and other reports appear to confirm what Soldiers and families have expressed in surveys and focus groups conducted in 2004 and 2005—that the demands of frequent, extended deployments, including the strain of extra workloads on the nondeployed, will negatively influence retention through their impact on work and family balance.[58]

Communication Between Soldiers and Family Members During Deployment

The ability of deployed Soldiers to communicate with their families is critical to Soldier and family member satisfaction and well-being.[59] For family members back home, the Soldier is the most important source of information about how the Soldier is faring. Soldiers need to communicate with their spouses, children, parents, siblings, girlfriends or boyfriends, and friends to maintain family relationships and their morale. Frequent communication helps them continue to feel like a part of the family, keep abreast of what is happening, provide input on important family decisions, have some intimacy to talk about their relationship, and ease their transition when they return.

Surveys conducted during the period of the GWOT have found that **most Army spouses manage to obtain the communication they need, regardless of the deployment status of their Soldier.** However, fewer spouses of deployed Soldiers report obtaining needed communication than spouses of Soldiers who are not deployed (75% versus 85% respectively),[60] and about two-fifths (41%) of spouses report problems sending or receiving communication to or from their Soldier.[61] Some of the most significant problems related to communication between Soldiers and their families during deployments appear to occur during the early phases of operations, when the infrastructure needed to support regular communication is not yet in place. However, even having such infrastructure offers no guarantee that Soldiers and families will experience fast and reliable communication with each another. Soldiers and families across various deployments have reported barriers such as high costs, technical problems, and long lines, among others.[62]

Army family members historically have received information about their Soldiers and deployments from a variety of sources. During World War II, for example, home front America mailed approximately 6 billion letters to U.S. Service members overseas.[63] By the time

of the Korean war, Soldiers were using telegraph, radio, and telephone, especially the Military Affiliate Radio System (MARS).[64] By the time of the Vietnam War, photographs and audiotapes were added. Vietnam became the first TV war, and Army families used this medium to learn about what was happening in Vietnam.[65] In the 1980s, Soldiers called home from invasions in Grenada and Panama with international calling cards, and telephone use increased during 1990s peacekeeping missions.[66] Faxes and voicemail first appeared during ODS.

Since ODS, **use of communication media, including one- and two-way media, has added new dimensions to spouses' experiences of their Soldiers' deployment.**[67] Active duty Soldiers from the 7th Infantry Division used cellular telephones and pagers for operational communications during the Rodney King riots in Los Angeles in 1992, making this the first U.S. mission relying on cellular telephone technology. Soldiers also used them to call their friends and loved ones.[68] E-mail became available during deployments in the 1990s, such as ORH in Somalia. **Soldiers and spouses like e-mail because it provides speed, relative privacy, decentralization, and personal communication.**[69] For recent deployments, availability and adequacy of e-mail seems to be especially important to families.[70] Research also has shown these new methods of communication do not supplant the old methods; rather, families add them to their repertoire of communication and information sources.[71]

Some studies have found that Soldiers and spouses rank the telephone as the most effective communication medium, preferring it over e-mail.[72] Soldiers and their families also want to be able to talk on the telephone because it is fast, interactive, and satisfying. However, it is sometimes expensive, and some families run up substantial telephone bills that create financial problems.[73] Although the wide availability of free e-mail for Soldiers in Iraq may have reduced the overall costs of staying in touch, **more than half (55%) of deployed Soldiers' spouses report financial difficulties because of the expense of maintaining communication with their Soldier.**[74]

Spouses of Soldiers in Iraq in the summer and fall of 2004 reported that **e-mail was the communication most often used to communicate with their Soldier, with less than 5% reporting either not having access or hardly ever using it.**[75] The fax machine, video teleconferencing (VTC), and free telephone access were least available or hardly ever used, and most Army spouses rarely or never used pay telephones. Both rates of use and satisfaction with various communication media contrast with earlier deployments, where e-mail was less available or spouses did not have access to the Internet.[76] Data from the 2004/2005 *SAF* reflect similar patterns of communication media use, with spouses of deployed Soldiers citing e-mail and instant messaging as the media used most frequently (see Table 3.2).[77]

Table 3.2. **Use of Communication Methods by Spouses of Deployed Soldiers**

Communication Method	Percent Reporting They Used "Often" or "Very Often"
E-mail	49%
Instant messaging	47%
Telephone	30%
Letters	21%
Rear detachment	6%
Video teleconferencing	4%

Source: 2004/2005 *Survey of Army Families*, U.S. Army CFSC

As shown in Table 3.2, very few spouses rely on the Rear Detachment Command (RDC) to communicate with their Soldiers. However, as the element of the Soldier's unit that remains behind during the deployment, the RDC has an important role in keeping family members informed about key aspects of the deployment. One method that successful RDCs have used to fill this role is to establish strong working relationships with the volunteer leaders of the unit's FRG. Research suggests that **families are better informed and, by extension, better prepared and more supportive when the unit's RDC staff and its FRG leadership work together during deployment** to disseminate information to family members, resolve problems, and monitor and dispel rumors.[78] A rear detachment that is well staffed and responsive to the needs of family members and FRG volunteers also demonstrates to spouses that Army leaders are supportive of families.

Under ideal circumstances, the unit FRG is an important communication resource for Army family members, and it is intended by the Army to represent the primary conduit through which family members obtain information about the deployment.[79] However, **not all family members participate in the unit FRG, and not all units have an effective, functioning FRG.** Barriers to FRG participation reported by spouses include lack of interest; competing responsibilities (e.g., work, children); active discouragement of participation by the Soldier; and distaste for FRGs that are operated hierarchically (i.e., when FRG leaders or members "wear their spouse's rank").[80] As with many aspects of Army life, **spouses report a great deal of variation in their experiences with FRGs—descriptions can range from high praise to significant disappointment.**[81] Additionally, spouses' first experiences with the FRG often set the tone for their future perception and level of participation.[82] Additional information about FRGs is provided in chapter 7.

Mass Media Exposure and Satisfaction

Another dimension of communication during deployment concerns Army family members' use of the mass media (e.g., TV, Internet) as sources of information that supplement or even supersede more traditional sources like FRGs, newsletters, the RDC, and *Stars and Stripes*. For example, spouses of Soldiers deployed for OIF in summer 2004 reported their top source for information about the war was the mass media, which was more frequently cited than either the Soldier or the FRG.[83] **Advancements in satellite and Internet technology have increased the ability of the media to transmit and report on war-related events in real time,** even since the First Gulf War—the first "CNN war."

Deployed Soldiers' spouses are always anxious to hear news of what is happening where their Soldiers are located, so it is easy to see how the mass media—which, unlike the Soldier, RDC, or FRG, is always available—acts to fill a need for Army family members. However, **live media coverage by journalists embedded with Soldiers engaged in combat creates stress among family members.**[84] Embedded reporting adds stress not only to the immediate family (i.e., spouses and children), but also to the RDC and FRG volunteers. Spouses' patterns of viewing live war coverage have been classified into three types: compulsive (watching 8 hours or more per day), controlled (watching in chunks of about 2 hours per day or less), and constrained (watching no television coverage). Research conducted with Army spouses during OIF found that most Army spouses were compulsive viewers during the initial war reporting, but only a minority remained that way as the war progressed, with most becoming more controlled or constrained.[85]

"It bothers me that the major media focuses predominately, almost exclusively, on the negative. Why can't we hear stories about the good things going on in Iraq?"

—Army spouse interviewed at Fort Hood during summer 2004

Army spouses tend to be highly critical of national media coverage of the war in Iraq, either because there is little coverage or it is too negative.[86] For example, data collected from spouses of Soldiers deployed to OIF during summer 2004 indicate less than half (40%) believed the press was doing a "good" or "excellent" job of reporting on the war, and even fewer (34%) spouses whose Soldiers were deployed at the time of the survey held that opinion.[87] Similarly, data from the 2004/2005 *SAF* indicate that only about one-third (31%) of spouses report they are satisfied with the level of support deployed Soldiers get from the media. Spouses are much more satisfied (59%) with the level of support received from the American people.[88] There is little to no difference by rank in these perceptions. Additionally, Army spouses' ratings of local media have been much more positive.[89]

Financial Issues During Deployment

Most families of active duty Soldiers do not have serious financial problems related to their Soldiers' deployment.[90] Although some active duty Soldiers—such as those with second jobs—can lose income during deployment, a study using Department of Defense (DoD) personnel records suggests pay increases associated with hazard duty and other special supplements offset what they lose from deployment, and many Service members benefit financially.[91]

These findings notwithstanding, **a substantial minority of spouses of active duty Soldiers report experiencing serious financial difficulties during deployment, and many neither seek nor receive financial help.**[92] For example, surveys show 18% of spouses report experiencing serious deployment-related financial difficulties,[93] and 29% of deployed Soldiers' spouses report having trouble paying bills.[94] Of spouses who reported serious financial difficulty, about one-third (30%) reported not seeking assistance. Data from the 2004/2005 *SAF* suggest about half of spouses who report serious financial problems are married to junior enlisted personnel (i.e., pay grades E1 to E4). The rate of financial problems among these spouses (30%) is much higher than among spouses of higher ranking Soldiers (13%).[95] Among the minority of Army families who report financial difficulties as a result of deployment, the major contributing factors appear to be deployment-related purchases (e.g., supplies and equipment for the Soldier such as sunblock, insect repellent, uniform items, baby wipes); shipping costs; extra costs to communicate with the Soldier; and other unplanned expenses such as additional child care.[96] For additional information on the financial well-being of Army families, see chapter 5.

Rest and Recuperation (R&R)

Although not much research has been conducted in this area, available military family research on rest and recuperation (R&R) shows family experiences and reactions are mixed. Almost all Soldiers and their spouses want this leave available and want it to be provided to Soldiers in return for the long hours demanded by the mission rather than charged to their leave time. Families also want some choice in when the leave occurs, but that decision seems largely a function of the unit's needs. Although families appreciate R&R leave, the experience is often

stressful for families because it disrupts newly established routines, requires another painful goodbye, and is associated with increased depression in spouses and Soldiers after the Soldier leaves again.[97]

4. Challenges of Deployment: The Postdeployment Phase

Reunion and Readjustment

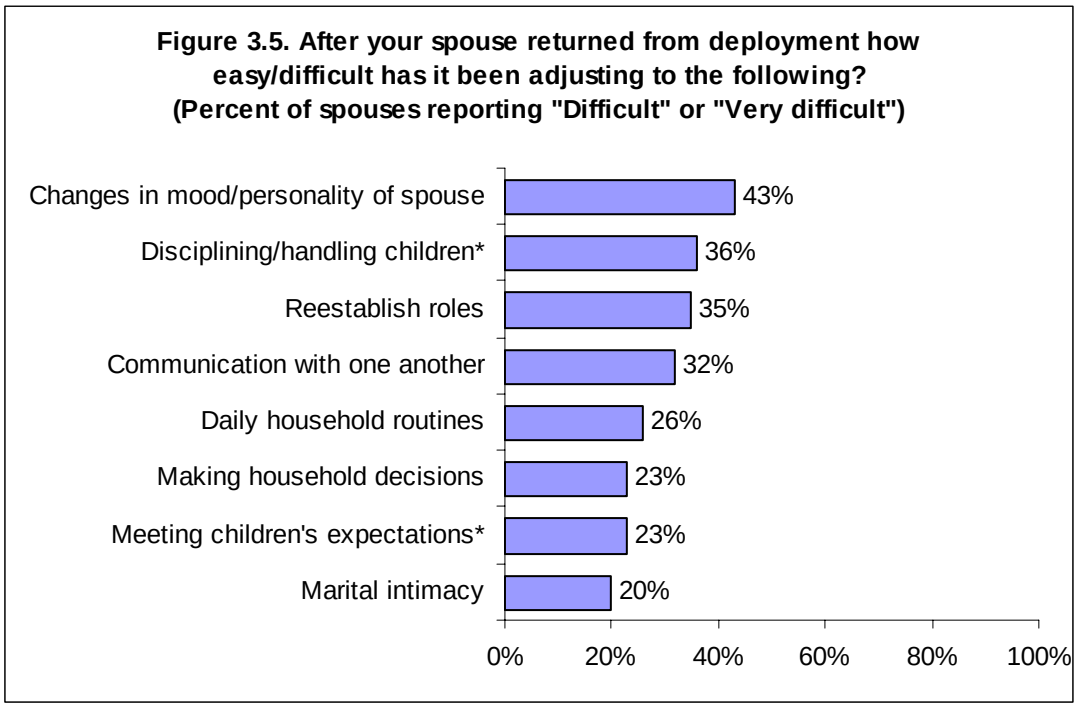
Contrary to expectations that homecoming is a completely joyful event, research shows **reunion after a deployment is often very stressful for both Soldiers and their family members.** This finding is true for both peacetime and wartime deployments and during different historical periods.[98] Challenges intrude on the happy occasion, and although families imagine how perfect the reunion will be, reality often does not live up to expectations. Sources of stress for Soldiers and their family members during the reunion and reintegration vary. They can include frustration over delays in returning, culture shock from being thrust back into home life, lack of time to process what the war meant, lack of time to reintegrate into the family before resuming military duties, and differences between deployment and home routines. Some Soldiers return with more serious mental health symptoms, such as those discussed in the following paragraphs.[99]

For some families, perhaps the most serious challenge to successful reintegration is that **Soldiers who have participated in military missions are at risk for psychological problems, including Post-Traumatic Stress Disorder (PTSD).** Rates of serious mental disorders (i.e., depression, generalized anxiety, or PTSD) among returning Soldiers vary by the amount of combat exposure,[100] and they appear to be significantly higher after duty in Iraq than Afghanistan.[101] For example, recent estimates by psychiatrists from the Walter Reed Army Institute of Research (WRAIR) suggest that more than 80% of Soldiers serving in Iraq have witnessed or been involved in a traumatic event, and one-third of Soldiers returning from OIF have sought mental health treatment,[102] although many do not seek care within military settings because of the perceived impact on their career from reporting symptoms.[103] While there is DoD- and Army-funded research on mental health issues affecting Soldiers, **there is little ongoing research to assess how Soldiers returning with clinical symptoms resulting from their experiences during OIF and OEF affect Army spouses and children.**

Soldiers and their spouses often change during the separation, and they need time to get used to each other again, renegotiate roles, and reorganize their lives together. For example, more than half (56%) of spouses of Soldiers who have returned from OIF and OEF report needing more than 2 weeks to adjust to the return of their Soldier (or that they have yet to adjust), and slightly less than one-fourth (22%) report their reunion as "difficult" or "very difficult."[104] There is often family conflict about who will take on various responsibilities and whether members will return to their predeployment roles and relationships or evolve new ones.[105] Effective reunion seems to require both spouses renegotiating their roles, expectations, and levels of independence.[106]

As shown in Figure 3.5, the **adjustment difficulties Army spouses report after deployment include changes in the Soldier's mood or personality, communication within the relationship, disciplining children, and reestablishing roles and household routines.**[107] Couples who seem to have the most problems with reunions are those who had strained relations

before the deployment, those where one of the spouses has changed (e.g., becomes more independent), or those where the family "closed ranks" (i.e., acted as if the Soldier did not exist during the deployment).[108] Research also shows, however, that **not all changes in families' relationships are negative.** For example, spouses have expressed positive outcomes of the reunion and reintegration process including greater marital closeness, becoming more independent, participating more in decisionmaking, and having the Soldier become more involved with household chores and/or child care.[109]



Source: 2004/2005 *Survey of Army Families*, U.S Army CFSC
*Among spouses with children

Programs and strategies have been developed to help families adjust to reunion, and they are provided for families and Soldiers (for whom they are now mandatory) before the Soldiers' return. Spouse participation rates in these programs (e.g., reunion and reintegration briefings), and their perceptions about the helpfulness of such efforts, are mixed.[110]

5. Additional Factors Affecting Family Adjustment During Deployment

Although most Army families that experience deployment are affected to some extent by the stressors discussed in this chapter, **there are certain kinds of families that are more vulnerable to poor adjustment during deployment.** These families include those undergoing major transitions, families of junior personnel, pregnant spouses, and families with multiple problems and needs before deployment. Each of these types of families is at risk for lacking adequate social support.

Families in Transition

A host of factors—some personal and some related to the demands of Army life—can intersect with deployment to create situations in which certain families "fall through the

cracks," leading to significant stress for those affected.[111] For example, families undergoing a Permanent Change of Station (PCS) at or near the time in which the Soldier is deployed report substantial difficulties adjusting during and after their move, in part because spouses are unfamiliar with their new environment and lack a support network.[112] Research conducted during OIF and OEF suggests that because such families are new to an installation or community, the family support volunteers at the Soldier's new unit may lack contact information for them and thus be unaware of their circumstances and needs. Similar problems may occur when their Soldiers have been transferred recently to another unit on the same post, which then deploys. Relocating Soldiers and their families can also experience moving from a unit with an active, supportive FRG to a unit in which the FRG is dormant or ineffective for other reasons.[113] Another common occurrence is for Soldiers to deploy individually to join another unit (i.e., "cross-leveling"). In these situations, the FRG of the unit from which the Soldier is transferred may remain inactive because most unit personnel are not deployed, leaving affected family members without an important support resource.[114]

Young Families

As documented earlier in this chapter (and in chapter 5), research consistently shows **families of junior personnel (i.e., those in lower enlisted grades) have the most difficulty adjusting to deployments.**[115] Compared to families of more senior personnel, these families often lack financial and social support resources as well as successful experience coping with previous deployment. Younger families also are the least likely to be aware of and use Army support programs, services, and briefings—many of which are aimed at providing information and successful coping strategies for deployment. **An ongoing challenge for the Army family support community is to channel support resources to those who need them most.**[116] In many cases, this means raising awareness and use of these resources among the most junior Army families so they can improve their coping skills and strengthen their networks of social support.

Young spouses are also more likely to leave the installation and return to their extended family when their Soldiers are deployed.[117] Although returning home is probably a sound decision for spouses who believe they will have more support from extended family, **living further from the installation and unit can make it more difficult for the spouse to access certain kinds of support resources during deployment** (e.g., fellow spouses, the FRG, the RDC, unit briefings, Army Community Service [ACS], commissary/exchange). Recently, initiatives such as the virtual FRG (online) have been developed to provide alternative ways for spouses to get the information and support they require during deployment (see chapter 7).

Pregnancy

Pregnancy is another circumstance that can add to the normal stress of deployment. **It is very stressful for deployed Soldiers' spouses to be pregnant and to give birth to a child when the Soldier is away.**[118] Although only a small minority of Army spouses is pregnant at any given time, it is a great hardship for those affected—both emotionally and because they are likely to need extra help with household tasks.

Families with Multiple Problems and Needs

Interviews with both volunteer and professional family service providers suggest that Army communities typically contain a small number of families that require disproportionate attention and resources from family support agencies and volunteers. These families tend to be well known to the family support community even before a deployment begins. The problems exhibited by such families can include physical and mental health problems, financial difficulties, social isolation, and unrealistic expectations about the Army's level of responsibility for them. Some of these problems may be related to the family's youth, inexperience coping with life demands, and/or lack of information and social support. The problems experienced by such families often get much worse once the Soldier is absent, and they can ultimately constitute a drain on the resources and morale of family support providers and even lead to premature redeployment of the Soldier. It is important to consider methods that help such families strengthen their preparedness for and ability to adapt to deployment.[119]

6. Recommendations

Ongoing Family Support for Deployment (also see chapter 7)

- Build, maintain, and support an active, effective FRG at the company and/or battalion level.
- Ensure unit RDCs are adequately staffed with personnel who understand the support needs of Army family members during deployment and who are trained to interact effectively with FRG volunteers and Army family members.
- Be prepared to help families with special needs (e.g., newly married; new to the unit, post, or Army; foreign-born; pregnant wives; spouses who are socially isolated).

Schedules of Deployments

- Avoid separating Soldiers from their families for more than 1 year.
- Limit the frequency of deployments.
- Reduce the incidence of back-to-back deployments with short or no recovery time.
- Avoid assigning a recently deployed Soldier to a unit that is scheduled to deploy soon.
- Ensure Soldiers have time before and after deployments to spend with their families.
- Establish fixed departure and return dates, and avoid deployment schedule changes, especially extending deployments.
- Give Soldiers the choice of having an R&R visit during the deployment or an earlier end-of-deployment date.

- Grant unscheduled leave to deal with emergency and nonemergency family problems that occur before and after the deployment.

Family Preparation for Deployments

- Verify that families are prepared in advance for deployments.

- Maintain an accurate, up-to-date unit personnel roster with multiple types of contact information on all unit family members likely to require information and support.

- Reinforce the reason the mission is worth the sacrifice and how everyone (e.g., the Army, the community, the nation) appreciates what the Soldier is doing on the mission.

- Discuss with family members how the Soldier's safety will be maximized during the mission and how family issues that emerge during the deployment will be addressed.

Communication and Information Sharing

- Ensure families are given accurate information regarding deployment departure and return dates.

- Use multiple media channels and methods to reach families with information about deployments and unit activities related to deployments.

- Learn from family members which media channels they use most frequently, and target information and support resources through those channels.

- Augment commercial news media coverage with unit newsletters, post newspapers, Army radio, and TV. Emphasize what families want to hear about, including individual Soldiers, human interest stories, living conditions, and unit activities.

- Build effective and approachable rumor control systems to correct misinformation.

- Ensure families have contact information for help with a problem.

  - Give families information on programs and services available to them (e.g., Military OneSource, ACS, Army Family Team Building [AFTB]) and how to access them.
  - Obtain a toll-free telephone number for the RDC.
  - Develop informative handouts to distribute to families in meetings, and mail them to those who do not attend.
  - Create a unit Web site.
  - Establish a virtual FRG.

- Conduct workshops for Soldiers and their families covering strategies on how to deal with deployments and reunions, and provide incentives to attend (e.g., time off in return for attending or getting spouses to attend).

- Maintain availability of inexpensive and convenient communication between deployed Soldiers and their families.

  - Install free or inexpensive methods for direct, interactive communication.
  - Make available both free e-mail and free or low-cost telephones to Soldiers and their family members.
  - Encourage Soldiers to prepare audio and/or video materials (especially for children) before deployment.

Training Materials for Unit Leaders and Family Support Providers

- Integrate the findings contained in this report into training curricula for family service providers, volunteers, and Army leaders at all levels.

- Ensure training materials reflect research findings.

- Include in training materials for returning Soldiers and their families advice and strategies for a successful and satisfying reunion, which cover:

  - Dealing with culture shock
  - Adjusting to changes in other family members
  - Identifying and dealing with psychological symptoms
  - Positive outcomes of deployment that family members and Soldiers may experience
  - Available support resources

- Strengthen service provider training and outreach initiatives oriented to:

  - Spouses who are pregnant or who give birth to a child during deployment
  - Spouses who lack social networks and other kinds of social support (e.g., new spouses, non-English speakers)
  - Families that make untenable demands on the family support system and its representatives and volunteers

Additional suggestions for improving deployment experiences and enhancing deployment support for Army families can also be found in the recommendations sections of the remaining chapters.

CHAPTER 4: UNIQUE ISSUES FOR RESERVE COMPONENT (RC) SOLDIERS AND FAMILIES

Questions addressed in this chapter:

What are some of the unique characteristics of Reserve Component (RC) Army families, and how is Army life different for them compared to Active Component (AC) Army families?

What are some of the differences between service in the Army National Guard (ARNG) and the U.S. Army Reserve (USAR), and how do these differences affect families?

How do RC families experience mobilization and deployment, and in what ways do their experiences differ from those of AC Army families?

How well used and how effective have mobilization and deployment readiness and support resources been for RC Army families?

What specific kinds of mobilization and deployment support do RC families need, and what are some of the key elements of that support?

1. Introduction

As noted in chapter 1, a major change that has occurred since the publication of the original *What We Know About Army Families* is the increased reliance on the Army National Guard (ARNG) and the U.S. Army Reserve (USAR) in the conduct of operations associated with the Global War on Terrorism (GWOT) and in support of homeland security. In early 2006, for example, about 40% of the ground forces in Iraq and Afghanistan were from the Reserve Component (RC), and **since September 11, 2001, more than 240,000 ARNG Soldiers and 147,000 USAR Soldiers have been mobilized for operations related to the GWOT.**[1] In addition to recent mobilizations for wartime duty in Iraq and Afghanistan, RC Soldiers have been activated for federal service for peacekeeping roles in Kosovo, disaster relief (e.g., Hurricane Katrina), missions related to border security, and others.[2] For the ARNG, these national missions are taking place in addition to maintaining its state role as a first responder for a wide array of domestic emergencies.

The National Military Family Association has characterized RC families affected by mobilizations and deployments as "the suddenly military."[3] This phrase captures the idea that as deployment becomes as commonplace in the RC as in the Active Component (AC), **families of ARNG and USAR Soldiers are more frequently experiencing circumstances similar to the families of AC Soldiers and are under similar strains.** (For a description of the research on the challenges of deployment for AC families, see chapter 3). Although the gap between the lifestyles of RC and AC families has narrowed in terms of the challenges they face, many of the characteristics of ARNG and USAR families are different from those of their AC counterparts (see chapter 2 for specific demographic comparisons of these communities). These differences, which include the geographic dispersion of RC families and the employment, civic, and extended family roles that RC Soldiers and spouses have in their civilian communities, mean that RC families face unique challenges during mobilization and deployment. This chapter uses available

research to describe the nature of these challenges, how RC families cope with them, and what the implications of these unique circumstances are for the successful support of RC families.[4]

This chapter presents the most current research available at the time of this writing, and much of the survey data presented were gathered before 2003. Data collected during and before this period are limited in that they do not accurately reflect the extensive family needs triggered by the large-scale mobilization and deployment of RC Soldiers in support of Operation Iraqi Freedom (OIF), nor do they reflect the responses of the military to these needs. Many of these responses are discussed in this chapter. More empirical data are required, however, to accurately gauge the extent to which family support initiatives and programs that have been established or enhanced during the GWOT have resulted in improvements in the well-being of Army families in the RC and in their ability to adapt to the demands of Army life.

2. Army National Guard (ARNG) and U.S. Army Reserve (USAR): Similarities and Distinctions

Although the objective of this chapter is to focus on issues applicable to families whose Soldiers serve in either branch, it is important to briefly note some of the key distinctions between the ARNG and the USAR. Some of these differences can have implications for how families experience mobilization and deployment and for creating effective organizational responses to their respective needs. The basic differences between the ARNG and the USAR are reflected in their unique missions, roles and responsibilities, structure and organization, skills and utilization, and in their self-identity.

Army National Guard (ARNG)

The ARNG has historically performed, and continues to perform, a dual mission: providing individual states with their own military force trained and equipped to protect life and property and augmenting the AC Army with combat units. Compared with the USAR, the ARNG has a distinct "hometown" self-image associated with its history as the oldest part of the American military and its roots in local colonial militias. This self-image is reflected in the belief that "engaging the National Guard also engages America's families, employers, cities, towns, and villages" and that "when you call out the Guard, you call out America."[5] Because of the importance of the ARNG's state role, the identities of ARNG Soldiers and units have a strong geographic component.

The Constitution authorizes each state, territory, and the District of Columbia to have its own National Guard, and governors can call these units into action for any local or statewide emergency. The ARNG provides governors skilled first responders for local, state, and regional emergencies, including disasters and civil disturbances. For example, more than 50,000 ARNG Soldiers were mobilized in response to Hurricane Katrina. The President of the United States also has the authority to activate the ARNG for federal missions, and since September 11, 2001, ARNG Soldiers have seen combat in Afghanistan and Iraq and performed homeland security missions such as protecting critical infrastructure and providing airport and border security. Because of its dual role (and associated semi-independent funding structure), the ARNG has a strong family support program that includes well organized state-level family support services.[6]

U.S. Army Reserve (USAR)

The USAR mission is to provide trained and ready Soldiers and units with critical combat support and combat service support capabilities. USAR Soldiers fulfill the Army's requirements for specialized technological skills and provide support functions that enable the Army to project and protect combat forces and sustain deployments. While the USAR makes up about 20% of the total Army's organized units, it provides about one-half of the combat support and one-fourth of the mobilization base expansion capability. **From medicine to transportation, from engineering to logistics, the USAR is the Army's primary source of specialized skills.** USAR Soldiers comprise almost 200 different occupational specialties, and many bring extensive civilian training and experience to their military service, which represents an important Army mobilization asset.[7] Compared to those serving in the ARNG, USAR Soldiers' military identities tend to be more closely linked to their individual technical skills, which are often tied to their civilian jobs and careers.

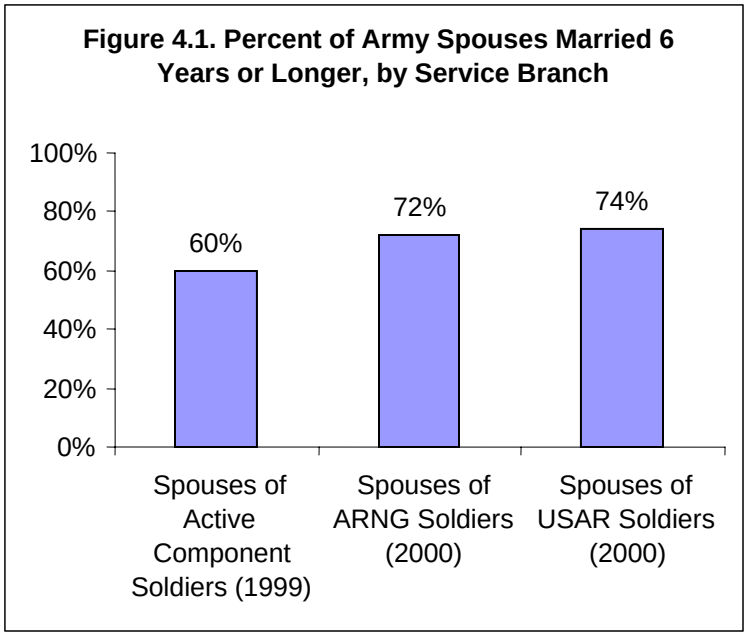
USAR family support programs are organized, function, and are funded as part of the overall Army family program. While the primary operational model for USAR family support is unit-focused, in practice, many USAR personnel are mobilized as individual "augmentees" and assigned to other units as needed, making it very challenging to support their families. In addition, because USAR units are so specialized, many Soldiers, especially those with unique professional and technical skills, travel great distances from their home area to fulfill their military obligations.[8]

3. Unique Aspects of Reserve Component (RC) Army Families

The demographic, social, and economic backgrounds of RC Soldiers and families and the kinds of lives they lead tend to differ, on average, from Soldiers and families in the AC community.[9] With respect to families' abilities to adapt to the demands of mobilization and deployment, some of the unique characteristics of the RC community can be viewed as advantages (e.g., longer marriages, strong ties to their civilian communities, proximity to extended family), whereas other characteristics can represent a disadvantage (e.g., distance from installations, geographic dispersion of unit members and spouses from each other, lack of experience with separation and deployment). **Among the characteristics that tend to differentiate RC Army family members from those in the AC are age and length of marriage, rates of spouse employment, place of residence, and frequency of relocation.** Each of these characteristics is briefly discussed in the following paragraphs. Specific findings about RC families' mobilization and deployment experiences are discussed later in the chapter.

Age and Length of Marriage

On average, Soldiers in the ARNG and the USAR are older than their counterparts in the AC (see chapter 2 for specific comparisons), and **Soldiers and spouses in the RC have been married longer**[10] (see Figure 4.1). Because length of marriage is associated with spouses' successful adjustment and coping with mobilization and deployment,[11] the relative maturity of their marriages is an important asset within RC families.



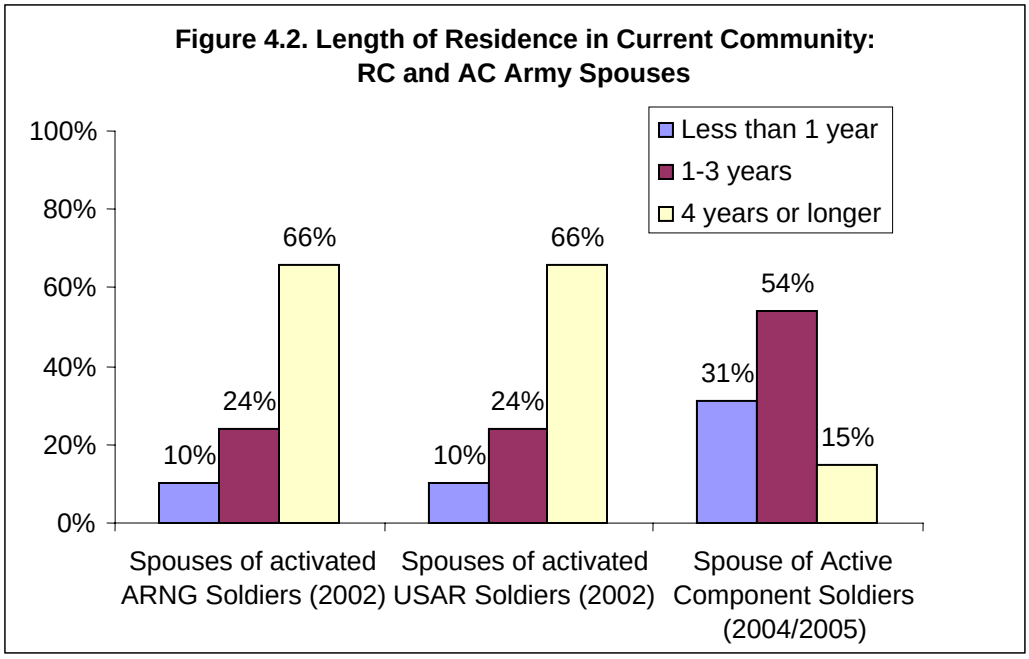
Sources: *1999 Survey of Spouses of Active Duty Personnel*, Defense Manpower Data Center (DMDC); *2000 Survey of Spouses of Reserve Component Personnel*, DMDC

Spouse Employment

Compared to spouses in the AC, a higher percentage of RC spouses are employed full time or part time outside the home. For example, in Department of Defense (DoD) surveys conducted in 1999 and 2000, 53% of civilian spouses married to AC Soldiers were employed, compared to 78% of civilian spouses of ARNG Soldiers and 79% of those married to USAR Soldiers.[12] **In addition to augmenting family income, employment can help to mitigate the stress of mobilization and deployment by serving as a source of social support for RC spouses.** Conversely, employment can become a stressor for spouses of mobilized or deployed RC Soldiers who, in the Soldier's absence, have to juggle the competing demands of work and parenting on their own.[13] Specific findings on the effect of mobilization and deployment on RC families' finances are provided later in the chapter. (See chapter 5 for information about spouse employment in the AC).

Residence and Relocation

Where Army families live and how often they move influences their quality of life and well-being[14] (see chapter 5). **Compared to their AC counterparts, RC families have the advantage of relocating less frequently.** For example, in a 2002 survey of spouses of activated RC members, about two-thirds (66%) of spouses of ARNG Soldiers and USAR Soldiers reported living in their current communities for 4 years or more, and only 10% of each group reported living in their community for less than 1 year (see Figure 4.2). In contrast, only 15% of spouses of AC Soldiers on the 2004/2005 *Survey of Army Families (SAF)* reported living in their current communities for 4 years or more, and nearly one-third (31%) had lived there for less than 1 year.[15]



Sources: *2002 Survey of Spouses of Activated National Guard and Reserve Personnel*, Office of the Assistant Secretary of Defense, Manpower and Reserve Affairs (OASD-M&RA); 2004/2005 *Survey of Army Families*, U.S. Army Community and Family Support Center (CFSC)

The length of time RC families have spent in their civilian communities also means that they are more likely to be embedded in a variety of long-term neighborhood, work, school, civic, and faith-based relationships that provide sources of support outside the Army, including living closer to extended family members.[16] However, **while RC Army families have the advantage of longer tenure in their communities, they also tend to live further from military installations than AC families.** This means that RC families tend to be more isolated from potential sources of support provided at the installation level (e.g., Army Community Service [ACS], Army Family Team Building [AFTB], Child Development Centers); the unit (e.g., the Family Readiness Group [FRG]); or informally through connections with other unit spouses.[17] For example, in a 2003 study of the effects of community integration among Army families, 68% of USAR spouses and 49% of ARNG spouses reported they had no friends in their Soldier's unit, compared with only 34% of AC spouses.[18]

4. Mobilization and Deployment Among Reserve Component (RC) Army Families: Preparedness, Adjustment, and Reintegration

Until recently, frequent, lengthy mobilizations and deployments of ARNG and USAR Soldiers had been uncommon. For this reason, in addition to the fact that RC families have different characteristics and lifestyles than AC families, **mobilization and deployment pose unique challenges for RC families.** This section highlights several of those unique challenges and presents research findings on RC family preparedness and on awareness and use of support services by mobilization phase: premobilization, mobilization, and postmobilization.

Premobilization

Before September 11, 2001, most ARNG and USAR family members did not expect their Soldier to be mobilized or deployed, especially for prolonged combat operations. For example, in 2000, roughly one-third (35%) of ARNG spouses and less than one-third (28%) of USAR spouses believed it was "likely" or "very likely" that their Soldier would be mobilized within the next 5 years.[19] Many spouses of ARNG Soldiers who deployed to Bosnia in 2002 were similarly unaware that deployment was a realistic possibility for their Soldier.[20] ARNG Soldiers and family members interviewed in 2003 on the topic of family readiness suggested that, at least in the early stages of the GWOT, attitudes and preparation levels in many units were characterized by a "weekend warrior" mentality, driven in part by a lack of a history of mobilization in the unit and by recruiting themes stressing education benefits and other factors, rather than the likelihood of mobilization.[21]

> *"I never gave [mobilization and deployment] a second thought . . . we have 35-year-old Hueys."*
>
> —ARNG Soldier
> 2003 Assessment of Family Readiness in the Army National Guard

Because most RC Army spouses did not expect their Soldiers to be mobilized, they tended to be unprepared psychologically and administratively when mobilization orders were received in the initial phases of the GWOT. For example, when first learning of their Soldier's pending activation, less than one-third (31%) of ARNG spouses and less than half (39%) of USAR spouses surveyed in 2002 reported they felt prepared.[22] Spouses' feelings about their lack of preparedness during the early stages of the GWOT were, in part, related to the amount of advanced notice received. Spouses who received less advance notice tended to report being less prepared. **More than 60% of spouses of RC Service members activated during 2001 and 2002 reported 2 weeks or less advanced notice of their Soldier's activation.**[23]

As noted in chapter 3, families of deploying Soldiers must accomplish a number of administrative tasks in order to be prepared, including establishing power of attorney and ensuring a Soldier will is in place. For families in the ARNG and USAR whose Soldiers are called to active duty, additional administrative tasks can include transitioning to the military's health insurance system (TRICARE), obtaining an active duty military ID card, and enrolling in the Defense Enrollment Eligibility Reporting System (DEERS). **Data collected in 2000 indicated that many spouses of ARNG and USAR Soldiers were not prepared in these ways.** For example, about half of ARNG and USAR spouses (52% and 46%, respectively) reported that their Soldier did not have a current will, and another 7% in each branch did not know. About two-thirds of spouses of ARNG and USAR Soldiers (69% and 64%, respectively) had not obtained a power of attorney, and more than half (69% and 56%, respectively) were either not enrolled in DEERS or did not know if they were.[24]

Similarly, a 2002 survey of spouses of activated RC Service members found that large majorities of RC families needed to complete many of these tasks before the Soldier's activation, such as obtaining an ID card for a family member (81%), obtaining power of attorney (65%), making arrangements with TRICARE (60%), and preparing a will (53%). Among spouses who reported having tasks to complete before activation, most (60%) managed to obtain an ID card

and power of attorney. Fewer spouses who reported having tasks to complete managed to obtain a will (48%) or completed arrangements transitioning to TRICARE (33%) before the Soldier's activation.[25]

Many RC Army spouses surveyed in 2002 were not aware of, and/or did not attend, unit predeployment briefings designed to disseminate important information about the pending activation. Three-fourths (75%) of spouses of activated ARNG Soldiers, for example, were aware of available predeployment support, including briefings and mailings, and about two-thirds (68%) reported they were invited to attend a predeployment briefing. Approximately one-half of RC family members, however, actually attended a predeployment briefing, and though many units mailed preactivation materials (e.g., checklists, information booklets) directly to families, a third (33%) of RC spouses surveyed in 2002 reported not receiving any such materials.[26]

A 2003 review of family support for deployment conducted by the Army Audit Agency (AAA) found that while the 14 ARNG and USAR units they visited held predeployment briefings and prepared preactivation materials to distribute to families, few units maintained a family attendance roster at the briefings, mailed information packets to spouses who did not attend, or were able to determine which Soldiers and families lacked information on mobilization benefits and resources.[27] Less than one-third of ARNG and USAR spouses surveyed in 2002 considered themselves well informed about their benefits and entitlements, activation preparations, support services available, and RC Soldiers' employment rights (see Table 4.1).[28]

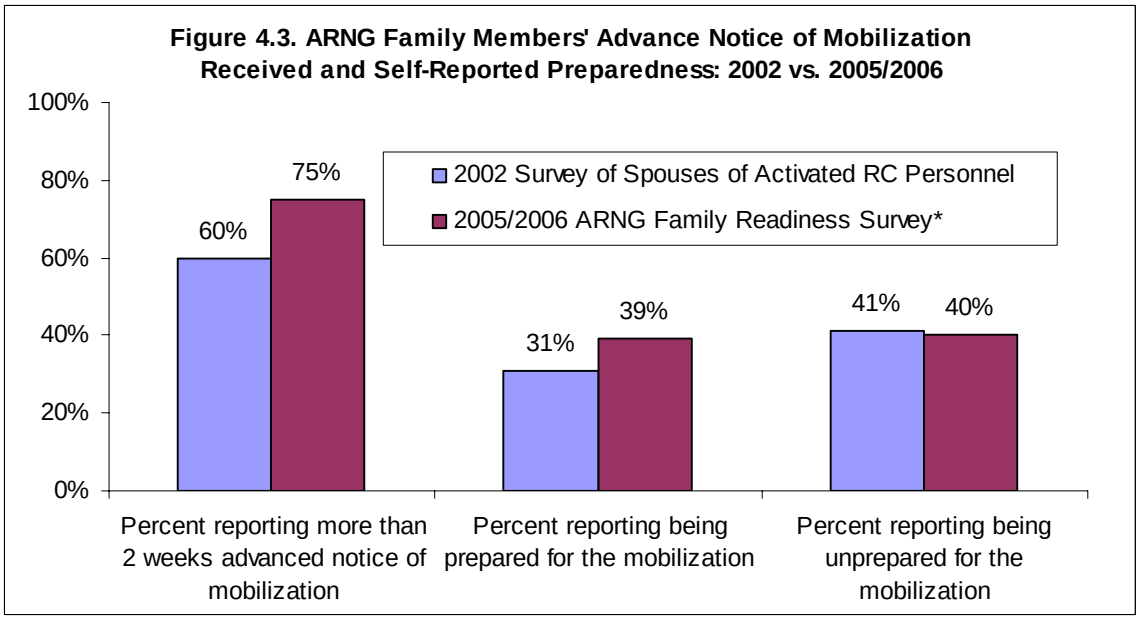
Table 4.1. **RC Army Spouses' Knowledge of Activation Preparations, Benefits, Services, and Soldiers' Employment Rights: 2002**

	Activation Preparations		Benefits and Entitlements		Military Support Services		Uniformed Services Employment and Reemployment Act		Employer Support of the Guard and Reserve	
Percent of spouses well informed about each	ARNG	USAR	ARNG	USAR	ARNG	USAR	ARNG	USAR	ARNG	USAR
	32%	31%	30%	26%	28%	22%	25%	21%	26%	19%

Source: *2002 Survey of Spouses of Activated National Guard and Reserve Personnel*, OASD-M&RA

As noted earlier, the findings described above likely reflect the challenges of the early stages of the GWOT, but more recent data from large, random samples of RC Army family members were not available at the time of this writing to measure change over time on the dimensions of RC family preparedness discussed here. However, data collected in 2005 and 2006 by the ARNG through an online survey of nearly 2,000 family members provide some preliminary evidence that **on many dimensions, administrative preparedness among ARNG families has improved since the early phases of the GWOT.**[29] For example, among families for whom the following tasks applied, large majorities of family members reported being enrolled or enrolling in DEERS (77%), having a dependent ID card (65%), having a Soldier will (69%), and obtaining power of attorney (68%), all prior to their Soldier's mobilization. Additionally, compared to data collected in 2002, families responding to the *2005/2006 ARNG Family Member Survey* reported receiving longer advance notice, on average, of their Soldier's

upcoming mobilization, and a slightly larger percentage of family members reported being prepared for the mobilization (see Figure 4.3). **Less encouraging, however, is the fact that about two-fifths of ARNG family members in 2002 and during the 2005–2006 period reported being unprepared for their Soldier's mobilization.**[30]



Sources: *2002 Survey of Spouses of Activated National Guard and Reserve Personnel*, OASD-RA; *Army National Guard Family Readiness Survey*, National Guard Bureau Attrition and Strength Maintenance Branch (NGB-ASM)
*Percentages refer to those family members with recent mobilization experience.

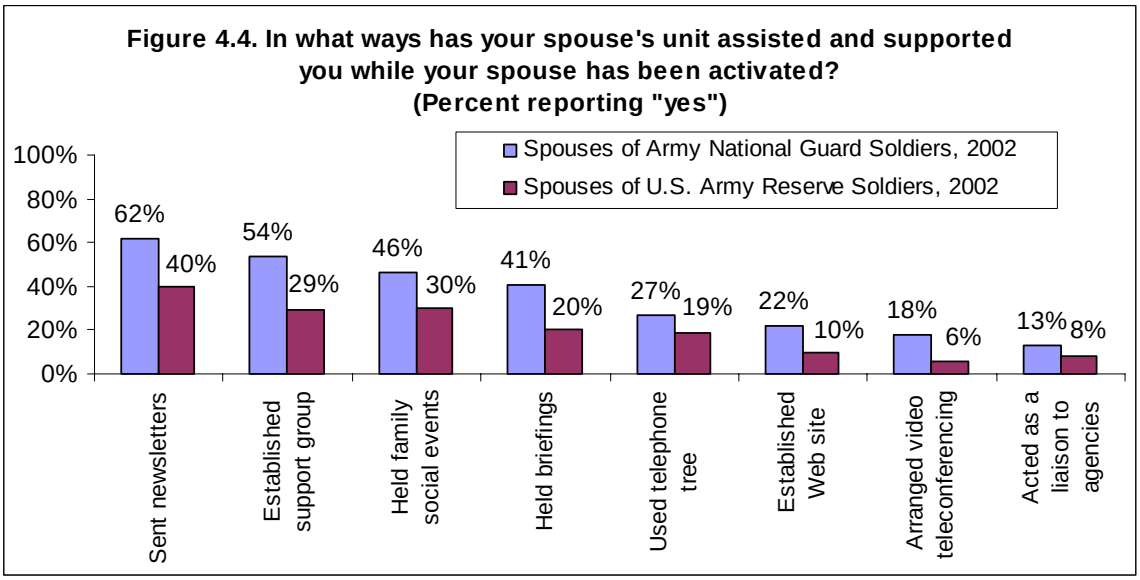
Mobilization

Provision, Awareness, and Use of Military Family Support by Reserve Component (RC) Army Families

Army families experiencing the deployment of their Soldier require consistent support and communication from the Army, regardless of whether their Soldier serves in the RC or the AC.[31] As noted in chapter 3, families desire frequent, accurate communication about the safety of their Soldier, how long their Soldier will be deployed, how often and in what ways they will be able to communicate with their Soldier, and other topics. Of course, family members from both the AC and RC can experience difficulty in obtaining answers to these questions, but families of RC Soldiers face additional challenges due to their geographic distance from military installations and facilities, isolation from other unit family members, and lack of familiarity with Army life, including dealing with military agencies and personnel.[32] RC family members can also face unique circumstances during the mobilization for which they need support and assistance, including transitioning to TRICARE, understanding the benefits to which they are entitled, and resolving potential conflicts with their Soldier's civilian employer.[33]

> *"I fooled myself because I thought I could handle everything, but as it turned out I did need help."*
>
> —Spouse of ARNG Soldier
> 2003 Assessment of Family Readiness in the Army National Guard

Data collected in 2002 from spouses of activated ARNG and USAR spouses show that in the early stages of the GWOT, many family members in both Services did not know what kinds of support were provided by their Soldier's unit during the mobilization to help them with these issues, and many others reported their Soldier's unit was not holding events or briefings, establishing support groups or telephone trees, acting as a liaison to Army agencies, or implementing support through other methods (see Figure 4.4). The resource spouses most frequently said their unit provided was a newsletter, which 62% of ARNG spouses and 40% of USAR spouses acknowledged receiving. **Compared with spouses of USAR Soldiers, spouses of ARNG Soldiers were more likely to report that their Soldier's unit was providing support or assistance** through the methods shown in Figure 4.4.[34]



Source: *2002 Survey of Spouses of Activated National Guard and Reserve Personnel*, OASD-RA

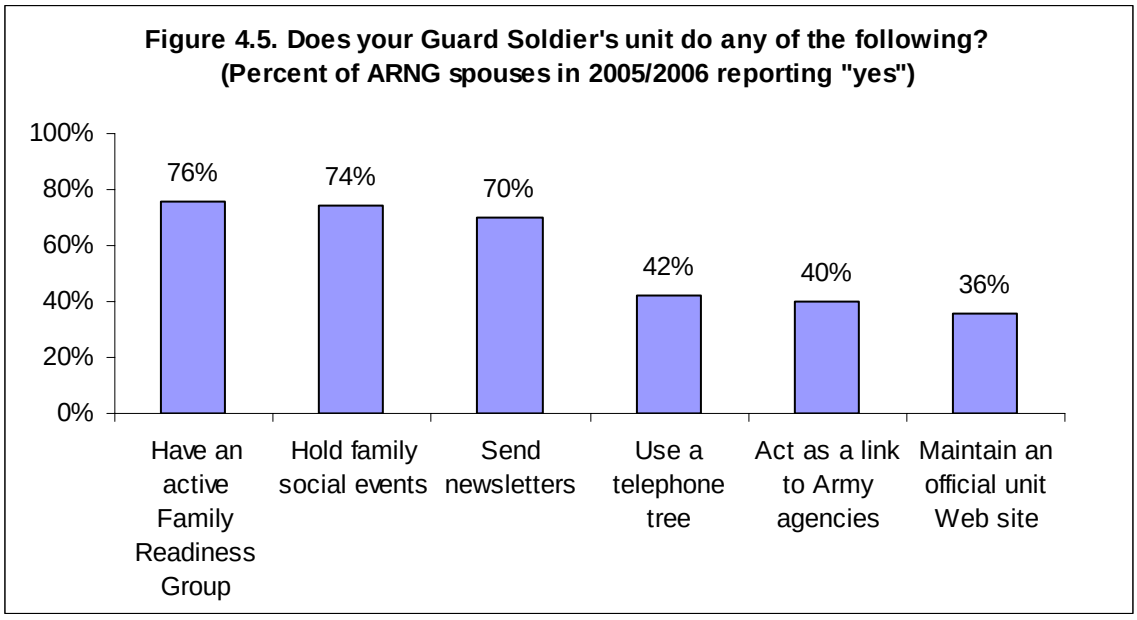
The relative lack of support resources as expressed by spouses of USAR Soldiers during this period may reflect the frequency with which the USAR has mobilized Soldiers on an individual rather than unit basis. Research has found that **spouses of both AC and RC Soldiers who are mobilized as individual augmentees experience confusion about which unit is responsible for their family support needs.** Often this confusion remains unresolved, resulting in families that fall through the cracks and who lack deployment-related information and support over extended periods.[35] In addition, the Soldier's new unit may be located hundreds of miles from his or her home area, preventing the spouse from receiving any direct, practical assistance from the deployed unit's family support program.

A 2003 study by the AAA concluded that the ARNG and USAR maintained communication with family members of deployed Soldiers but recommended that many improvements be made. For example, while the AAA noted that the Services provided toll-free call services for Soldiers and families to stay in touch and used newsletters, e-mail, and Web sites to disseminate information to spouses, the study also noted that communication was not always timely, nor did it consistently contain comprehensive information (e.g., schedule of upcoming briefings, planned social functions, updates and changes to benefits and services or family support point-of-contact information).[36]

In the ARNG, outreach, or "morale calls," were considered standard procedure and were conducted early in the GWOT by paid family assistance officers and FRG volunteers, who strived to stay in personal contact with 100% of families affected by the deployment. It appears, however, that few family members of deployed ARNG Soldiers received more than one outreach call, if any, during this period. The ARNG also assigned Additional Duty Special Work (ADSW) personnel and "M-Day" Soldiers to support family readiness by serving as a link between families and commands, supporting FRGs, and providing information and assistance to families directly. Unfortunately, many families reported difficulty contacting and getting assistance from such personnel.[37]

Research has found that attendance at family support activities has been sparser in the RC than in the AC and that **a year-round family support infrastructure has tended to be lacking in RC units.** In a 2003 study on military community integration, for example, only about half of spouses of ARNG Soldiers and USAR Soldiers (54% and 52%, respectively) reported that their Soldier's unit had an FRG, compared with well over three-fourths (88%) of AC spouses.[38] Similarly, among USAR spouses who reported in 2000 that their local armory or unit had a Family Support Group or something similar, 61% indicated that it was not very active.[39] A 2003 study of family readiness in the ARNG found that unit FRGs in that Service tended to form when units received mobilization orders and then dissolve upon or before remobilization.[40] Though this trend has not been limited to units in the RC, several studies have suggested **establishing a functioning FRG *after* a mobilization is announced and dissolving it after it is over is not an effective strategy for providing families effective, consistent support in the context of frequent, long deployments.**[41]

Encouragingly, **there is recent evidence that awareness of unit family support resources has increased since the early stages of the GWOT.** Figure 4.5, which displays results from the ARNG's 2005/2006 *Family Member Survey* on items similar to those in Figure 4.3, suggests that ARNG units may be conducting more family support activities than previously and/or that spouses have become more aware of the support resources and activities their Soldiers' units have been maintaining or have established.[42]



Source: *2005/2006 Army National Guard Family Member Survey*, NGB-ASM

Additional findings from the ARNG *Family Member Survey* on the topic of unit support include:

- Forty percent of ARNG spouses were satisfied or very satisfied with the support received *from their Soldier's unit*. Twenty-four percent expressed neutral opinions, and 23% were dissatisfied or very dissatisfied. Only 13% of spouses expressed they did not receive support from the unit.

- Thirty-seven percent of ARNG spouses were satisfied or very satisfied with the support they received *from the unit FRG*. Twenty-two percent expressed neutral opinions, and 21% were dissatisfied or very dissatisfied FRG support. Nineteen percent reported not receiving support from the FRG.

- Forty-two percent of ARNG spouses were satisfied or very satisfied with the *support and concern the ARNG has for their family*. Thirty-one percent expressed neutral opinions, and 27% were dissatisfied or very dissatisfied.[43]

In addition to unit-based support for RC Army families experiencing mobilization and deployment, **the ARNG, USAR, and the DoD have established a host of initiatives aimed at ensuring that military families in the RC obtain a consistent level of support** on par with that provided to AC families living closer to large installations. In recognition that installation-centered support is not a practical solution for RC families who are geographically dispersed, many of these new initiatives utilize innovative, alternative methods to deliver support and information. These methods include establishing partnerships with civilian providers, agencies, and other groups in the local community and taking advantage of RC families' access to the Internet. The many programs, initiatives, and services available to assist RC Army families—both in-person and virtual—are too numerous to mention here, but the following are provided as examples:

- **Family Assistance Centers (FACs).** The ARNG has established and maintains a network of more than 400 FACs to assist military personnel and families in times of mobilization. FACs are physically dispersed across the nation and are available for Service members and families from any Service branch. The FAC provides assistance with ID cards and DEERS enrollment, TRICARE enrollment, financial and legal preparedness, and referral services. FACs also provide handbooks as well as an avenue that RC family members can take advantage of to interact with peers and establish informal social networks to help them deal psychologically with mobilization and with the day-to-day responsibilities they assume when their Soldier is away.

- **Military OneSource.** Military OneSource is a 24-hour, 7-day-a-week toll-free information and referral telephone service available worldwide to AC and RC Service members and their families and deployed civilians and their families. Military OneSource provides information ranging from everyday concerns to deployment-related issues. Military OneSource can also provide a referral for up to six sessions of face-to-face counseling with professional civilian counselors at no cost to Service members or their families. Military OneSource also offers a Web site, www.militaryonesource.com, for information on a variety of topics and issues. Users can obtain educational materials (e.g., booklets, CDs) from the Web site at no charge and access consultants on a 24/7 basis.

- **Military Family Life Consultants (MFLCs).** The Office of the Secretary of Defense (OSD) has recognized the need to augment the counseling services available to AC and RC Soldiers and families. Based on the success of a pilot program to provide additional civilian counseling resources to families of extended Soldiers from the 1st Armored Division (1AD, headquartered in Europe), the Department of the Army has expanded the Military Family Life Consultants (MFLC) initiative to AC and RC Soldiers and families in the continental United States (CONUS), Korea, and Europe. MFLCs—all of whom hold master's degrees and have at least 5 years of experience in social work, counseling, or a related clinical discipline—are deployed to assist units, Rear Detachment Commanders, Soldiers, and families during predeployment and postdeployment. MFLCs are trained on military-specific topics including an orientation to the deployment cycle, military culture, the chain of command, and reporting requirements in accordance with the Army Family Advocacy Program. MFLCs provide reunion and reintegration support to Soldiers and families in a variety of formats to reduce the stress affecting families. MFLCs work within ACS on active duty installations and with the ARNG and USAR to support RC family readiness at the state, regional, and local levels.

- **USAR Family Program Assistance for Augmentees and Their Families.** As noted previously, families of augmentees (i.e., Soldiers who are mobilized individually rather than with a home unit) have immediate and unique needs. The Army Reserve Family Program has a team designed to aid augmentees and their families with issues such as staying in touch with one another, understanding military benefits and entitlements, and locating support resources within the local community. Through the program, staff members remain in contact with families of augmentees on a regular basis throughout the various phases of the mobilization using phone calls, e-mails, mailings, and other methods of outreach. The program also encourages family members of augmentees to update their contact information to ensure that no RC family falls through the cracks.

- **Community Outreach Partnerships.** The National Guard Family Program works closely with the surrounding community to leverage the goodwill and resources of local organizations seeking to help support RC Soldiers and their families in the communities where they live. The ARNG continues to actively pursue relationships with community service, veteran and faith-based organizations, as well as other points of contact within the community to link their services to those already available to Service members and families. Some examples of organizations currently partnering with the ARNG to provide support to families during mobilization include the Veterans of Foreign Wars, the Disabled American Veterans, the American Legion, and the United Service Organizations.[44]

Reserve Component (RC) Families' Child Care Needs During Mobilization

Arranging for child care is a task that can become more burdensome for both AC and RC spouses during a mobilization/deployment [45] (also see chapter 3). When a mobilization or deployment is announced, establishing child care arrangements, particularly on short notice, can be difficult. For example, both AC and RC Service members and family members participating in focus groups held by the Defense Department Advisory Committee on Women in the Services (DACOWITS) in 2003 identified child care arrangements as the primary administrative challenge they faced during both predeployment and deployment.[46]

Several studies and surveys have documented RC families' increased need for child care during mobilization and deployment. For example, nearly one-half (49%) of RC spouse respondents on a DoD survey conducted in 1992 (the year following Operation Desert Storm [ODS]) reported needing child care during mobilization.[47] In a 2000 DoD survey, more than one-fifth of spouses of ARNG and USAR Soldiers with mobilization experience (21% and 23%, respectively) reported that mobilization increased their child care expenses.[48] Four years later in 2004, however, these percentages were much higher (41% and 45%, respectively).[49] This finding is not surprising, given changes in the nature of RC mobilizations (e.g., greater length, frequency) that have occurred since 2000.

Although the DoD has acknowledged that underwriting child care expenses for the families of deployed Service members is a priority,[50] meeting this need for families in the RC community is a challenge because of their geographic dispersion and their distance from military child care facilities. For example, **only a small minority (4%) of spouses of activated RC Service members reported in 2002 that they used military child care services during their Service member's activation.**[51] Operation: Military Child Care is currently helping to meet the child care needs of RC Soldiers and family members who do not have convenient access to installation child care facilities. This DoD initiative, for which the Army is the lead Service, provides child care fee assistance for families of AC and RC Soldiers who are activated or deployed and whose children are enrolled in a non-DoD licensed child care program. (See chapter 7 for more information about Army child care and youth programs.) Recent research has found, however, **there is a lack of awareness within the RC community about many of the programs and services (e.g., FACs, Military OneSource, Operation: Military Child Care) established to support military personnel and families.**[52]

Financial Issues During Mobilization

The financial well-being of RC Army families can be affected by mobilization and deployment in a number of ways. Factors that can contribute to RC family income changes during mobilization and deployment can include differences between RC Soldiers' civilian pay and their military pay, administrative problems associated with RC Soldiers' transition to active duty status, and/or changes in spouses' income related to the need to alter work schedules. Survey estimates of the effect of mobilization on the incomes of RC personnel and their families can vary widely, depending on the timing of the survey and the wording of questions.[53]

It is clear, however, that **mobilizations and deployments do not affect all RC families' incomes in the same way.** For example, a DoD survey conducted in 2000 estimated that among RC Service members experiencing a mobilization between 1991 and 1999, 41% lost income as a result, and 59% either gained income or did not experience any income change.[54] In a more recent survey, among married or separated ARNG and USAR Soldiers, activation resulted in an overall monthly income loss for more than half of families (56% and 55%, respectively) and an overall gain for about two-fifths (42% for those in both Services; see Table 4.2).[55]

Table 4.2. **Effect of Activation on the Monthly Income of ARNG and USAR Families: 2004***

Effect of Activation on Total Monthly Income	ARNG Soldiers	USAR Soldiers
Decreased more than $1,000	32%	38%
Decreased $1–$1,000	24%	17%
No change	3%	2%
Increased up to $1–$1,000	24%	31%
Increased more than $1,000	18%	11%

Source: *May 2004 Status of Forces Survey of Reserve Component Personnel*, DMDC
*Percentages may not sum to 100 due to rounding. Totals are based on the responses of Soldiers who were married or separated and who had been activated in the past 2 years.

Most of the income loss or gain that ARNG and USAR families experience during activation results from changes in the Soldier's income, but changes in spouses' incomes explain some of the difference also. Roughly one-fourth of married or separated ARNG and USAR Soldiers reported in May 2004 that their activation had either reduced or increased their spouse's income (see Table 4.3),[56] and in a 2002 survey, 23% of spouses of activated ARNG Soldiers and 21% of spouses of USAR Soldiers reported a reduction in their earnings because they were no longer able to work as much due to their Soldier's activation.[57]

Table 4.3. **Effect of Activation on the Monthly Income of Spouses of ARNG and USAR Soldiers: 2004***

Effect of Activation on the Spouse's Monthly Income	ARNG Soldiers	USAR Soldiers
Decreased more than $1,000	5%	4%
Decreased $1–$1,000	9%	8%
No change	73%	79%
Increased up to $1–$1,000	12%	8%
Increased more than $1,000	0%	0%

Source: *May 2004 Status of Forces Survey of Reserve Component Personnel*, DMDC
*Percentages may not sum to 100 due to rounding. Totals are based on the responses of Soldiers who were married or separated and who had been activated in the past 2 years.

Even if activation results in greater family income, incorrect or delayed pay associated with Soldiers' transition to active duty status can trigger family cash flow problems that can take months to rectify.[58] In 2002, about one-fifth (21%) of spouses of activated ARNG Soldiers and one-fourth (24%) of spouses of activated USAR Soldiers reported changes in income due to delays in getting military pay.[59]

Many employed ARNG spouses with children have reported difficulty working full time while also acting as single parents, and some incur additional child care costs in order to continue working. In some cases, child care demands and/or premobilization preparations require that RC spouses quit their jobs or reduce their hours.[60] For example, almost one-third (30%) of spouses of activated ARNG members surveyed reported that they had to take at least

2 days off from work to deal with premobilization tasks. The majority of ARNG spouses (81%) reported their employers were supportive, however.[61]

Deployment may impact RC Soldiers' civilian jobs as well. Despite legal protections afforded RC Soldiers, such as the Uniform Services Employment and Reemployment Rights Act of 1994 (USERRA), **mobilized RC Soldiers cannot be certain that their civilian jobs will still be there when they return.** For example, legislation protecting RC Soldiers' jobs does not apply in the event of company-wide layoffs. Further, the General Accounting Office (GAO) concluded in 2002 that nearly one-third of employers were unaware of laws protecting Reservists, and one-fourth did not understand the requirements of the law. Many RC personnel themselves are unclear about their own specific rights and responsibilities under the USERRA. Fortunately, the majority of cases that involve violations of the USERRA are resolved within 90 to 120 days, though much of the burden of administrative paperwork can fall on the Service member and his or her family.[62]

Mobilization and Reserve Component (RC) Families' Health Care

Health care is a salient issue for activated RC families. When their RC Soldier is activated, many family members transition between civilian health insurance to TRICARE—and back again after remobilization. For example, roughly one-half of families of ARNG and USAR Soldiers activated in 2002 (56% and 49%, respectively) reported they relied exclusively on TRICARE for their health coverage during the activation.[63] **Transitioning to and from TRICARE can be time consuming, confusing, and logistically challenging.** Also, as noted in the discussion of premobilization preparation, many spouses deal with this task alone, after their Soldier has deployed. In addition to the administrative aspects of transitioning to a new health care system, accessing TRICARE services during activation—including finding civilian providers that will participate in the plan—represents a hurdle for many RC families.[64] Encouragingly, recent research conducted by the National Military Family Association suggests that the current transition of RC families into TRICARE is much improved over that experienced early in the GWOT.[65] However, the issue of TRICARE provider participation remains an area of concern among Soldiers and families in both the ARNG and USAR.

> *"As Guard and Reserve members, their families, and the personnel who supported their medical needs became more familiar with issues that emerged in the transition from civilian employer-sponsored insurance to TRICARE, the transition for many families into TRICARE improved."*
>
> —National Military Family Association, Serving the Home Front (July 2004)

Postmobilization: Reunion and Reintegration

As is the case with other phases of mobilization, postmobilization can be difficult for RC Army families. When RC Soldiers return from mobilization, they and their families must acclimate to the lives they led before mobilization. For Soldiers, this entails returning to the work they did before they left and readjusting to their families and other significant relationships. In addition, Soldiers who were deployed to a combat zone or other hostile environment must learn to live again in a peacetime environment. For Soldiers' families—particularly spouses and

children—acclimating to their former lives involves reintegrating their Soldier into the fabric of the family, rebuilding relationships, and redefining roles and responsibilities (also see chapter 3).

Several circumstances potentially aggravate the postmobilization experience for RC Soldiers and their families. **Whereas most AC Soldiers continue to work in a military setting when their deployment is over, most RC Soldiers are deactivated after mobilization and expect to return to their civilian jobs and lives. The transition from active to inactive status can be tumultuous.** In some cases, Soldiers' civilian jobs may no longer be available to them, or their civilian pay may be significantly lower than the military pay to which they and their family had grown accustomed. Furthermore, families of deactivated Soldiers lose their military health insurance coverage, requiring them to revert to civilian insurance and possibly change health care providers. These circumstances can increase the stress of postmobilization for RC families and influence their well-being.[66]

Postmobilization Support

Postmobilization needs have typically received less emphasis than needs before and during mobilization. For example, among ARNG units that returned from a rotation with Stabilization Forces (SFOR) in Bosnia, comparatively fewer resources were devoted to supporting reintegration and transition to inactive status than to supporting families before and during the deployment. To the extent that some units offered reunion training to families before redeployment, it tended to be poorly marketed. Key family support resources available to RC families during the deployment (e.g., FRGs, volunteer activity, paid family readiness provider positions) ended before or just after redeployment. Briefings, for example, were typically not held after the deployment.[67]

The available research suggests that **RC families do not generally hear from military family support providers once the mobilization is over.** By and large, families tend not to receive follow-up, outreach, or other contact—whether from the unit or from the FRG.[68] For example, among ARNG family members surveyed in 2005–2006, more than four-fifths (81%) indicated that no one in the unit or FRG contacted them to check on their family's adjustment to the Soldier's return and the transition to inactive status. At the same time, it is worth noting that most (60%) of these surveyed family members also reported not needing any help in these areas.[69]

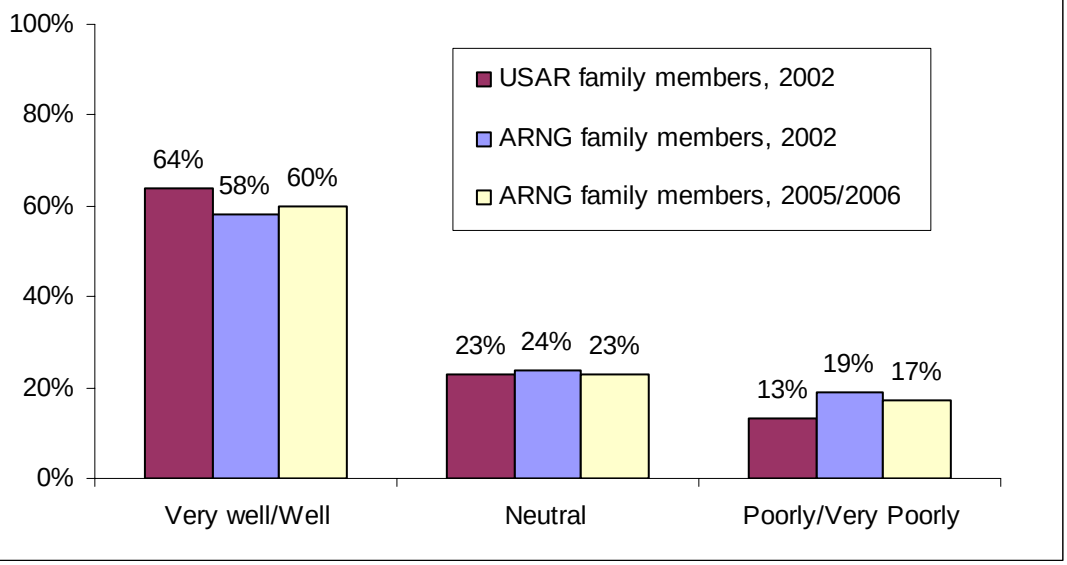
The absence of follow-up with families may, in part, be related to the way that reserve units operate, particularly during postmobilization. Unlike their AC counterparts, ARNG and USAR Soldiers may have little contact with the unit and its members for several months after redeployment. For example, the unit may not resume monthly drills for several months after deactivation, which further diminishes the contact between the unit and the Soldier. As a result of these circumstances, **unit leaders in the RC lack the opportunity that their AC counterparts have to assess and address Soldier and family needs during postmobilization.**

Postmobilization Coping

Despite the challenges that RC Army families face as a result of mobilization and deployment, **research indicates that RC family members cope relatively well with their experiences as the "suddenly military."** For example, well over half of ARNG and USAR

family members with mobilization experience surveyed in 2002 reported they coped "well" or "very well" overall with their Soldier's activation, and more recent data from the 2005/2006 *ARNG Family Member Survey* provide similar results (see Figure 4.6).[70]

Figure 4.6. How well have you coped with this activation?*



Sources: *2002 Survey of Spouses of Activated National Guard and Reserve Personnel*, OASD-RA; *2005/2006 Army National Guard Family Member Survey*, NGB-ASM
*Totals may not sum to 100 due to rounding.

As is true for the AC (see chapter 3), **the perceptions that RC Soldiers have about spouses' coping during mobilization differ from what spouses themselves report.** For example, more than one-third of ARNG and USAR Soldiers with mobilization experience surveyed in 2003 reported that the mobilization's burden on their spouse represented a "serious" or "very serious" problem (see Table 4.4).[71] As shown in Figure 4.6, less than 20% of spouses actually report coping poorly with mobilization.

***Table 4.4.* RC Soldiers' Estimates of the Burden of Mobilization on Their Spouses**

For your most recent activation, how much of a problem was the burden on your spouse?	ARNG Soldiers	USAR Soldiers
No problem/slight problem	35%	36%
Somewhat of a problem	29%	30%
Serious/very serious problem	36%	34%

5. Factors That Mediate Reserve Component (RC) Families' Adjustment to Mobilization and Deployment

As is true in AC Army families, **certain spouse and family characteristics are associated with RC families' abilities to adjust to mobilization and deployment.** (See chapters 3 and 5, respectively, for information about factors associated with deployment adjustment and family well-being in AC families.) For example, among ARNG spouses, **those that tend to adjust less well and have the greatest difficulties include spouses of junior enlisted Soldiers, spouses with young children, and spouses who lack prior experience with activation.**[72] In contrast,

the capacity to adjust and adapt to mobilization is higher among spouses who themselves are or were in the military, whose marital relationships are relatively stronger, who are mature/independent, who have access to civilian community support systems, and who experience an increase in family income as a result of activation.

6. Summary

Due to the distinguishing characteristics of the RC community—to include the average age and maturity level of RC spouses, longer marriages, relative geographic stability, and established ties in civilian communities—RC families have some advantages over their AC counterparts with respect to certain types of resources and social support. At the same time, family members in the RC community are disadvantaged by geographic isolation, both from installation-based programs and services and from one another, and by a lack of experience with lengthy mobilizations and deployments, which have not been common among RC Soldiers until recently. RC families also experience circumstances during the phases of mobilization and deployment that the AC is spared, such as transferring to TRICARE and dealing with changes in income, and they continue to need ongoing administrative support in these areas.

In many cases, the length of the mobilizations and deployments experienced by ARNG and USAR for the wars in Iraq and Afghanistan have been longer than those experienced by AC Soldiers. Because deployment length is related to successful family adjustment to deployment (see chapter 3), the ARNG and USAR should continue to monitor the impact of longer, more frequent mobilizations on these families. Fortunately, the majority of surveyed spouses of RC Soldiers report they have coped well, or are coping well, with mobilization. Many RC families experience changes in their income as a result of mobilization, and a portion of these changes relates to shifts in job schedules of spouses or their overall ability to work outside the home during the mobilization. RC spouses also experience increased need for child care during mobilizations, but few report using military providers for these and other needs.

Typically, RC spouses tend to emphasize and use nonmilitary sources of support (e.g., friends, family, civilian agencies and providers) to cope with the challenges of their Soldier's mobilization. Although most RC family members cope well, a much smaller percentage report that they have ties and friendships with other family members in their Soldier's unit than is true among families in the AC. Because research has found that the mutual support of other Army spouses represents an important resource, the USAR and ARNG should continue to emphasize programs and services like virtual FRGs and regional FACs that may help overcome the geographic isolation of RC family members from one another and facilitate informal social networks among unit family members.

7. Recommendations

Stress Responsibility for Family Readiness at the Unit Level

Ownership of the family readiness mission and the resources for family support should be pushed to the unit level, and commanders, volunteers, and support providers should pay special, proactive attention to:

- Families of augmentees and other Soldiers who have been cross-leveled or attached from other units to fill critical shortages

- High-risk families (e.g., younger spouses with young children, families in which the Soldier has not previously deployed) who may need special assistance preparing for mobilization

- Parents of single Soldiers or deployed dual-military couples (and other designated caregivers) who have stepped up to care for children or dependent adults within these families

Maintain a Year-Round Family Support Infrastructure

Units need a family support infrastructure that is sustained year-round, whether or not a mobilization is pending or in progress. Such an infrastructure would rely on a designated military point of contact (POC), volunteer leadership, and command support. Activities should include:

- Maintaining communication with unit families, including outreach or "morale calls"

- Creating opportunities for family members to interact with the unit and connect with each other

- Marketing family support resources for both steady state and deployment

Communication during steady state should include, at minimum, monthly or quarterly newsletters and periodic testing of the telephone tree. The expanding access and use of the Internet also provides opportunities for establishing and sustaining important connections among these families and disseminating important practical information.

Train Family Readiness Providers

All personnel involved in achieving RC unit family readiness and providing support need training and a common understanding of their shared mission and respective responsibilities. Critical are a clear definition of the FRG mission and an appropriate division of labor between volunteers and paid personnel. It is also helpful for unit commanders and the family readiness staff at higher echelons (e.g., at the state level) to cultivate close working relationships.

Enhance Marketing

Strategic marketing of family readiness and support activities and resources is crucial since many marketing vehicles that work in the AC environment are less effective in the RC environment (e.g., word-of-mouth, the command newspaper, the mayoral program, flyers posted at the commissary and Well-Baby Clinic). Effective marketing is, of course, predicated on accurate, current records for identifying and reaching family members.

Ensure Geographic Accessibility of Support

RC family support service delivery must extend beyond the walls of the armory into the community. Alternative venues for delivering family support could include hosting "zip code coffees" in volunteers' homes in different parts of the state, briefings across the state in local libraries where pockets of ARNG families live, and holding online meetings. Gatherings should be

organized for maximum appeal and accessibility to the largest number of family members. To the extent feasible, they should be relevant, informative, enjoyable, low-cost, and child-friendly.

Establish Civilian Partnerships

Units should cultivate partnerships with local organizations and agencies (e.g., schools, parent-teacher-student organizations, scouting organizations, veterans' organizations) interested in helping RC families deal with the stresses of military life and deployment. The new congressionally directed Citizen Soldier Support Demonstration Program in North Carolina is developing methods and practices to support the mobilization of these civilian community resources to support these RC families in their own communities.

Ensure Connectivity Between Units and Families and Among Families

Before, during, and after mobilization, steps should be taken to increase connectivity between family members and the unit and among family members themselves. In some cases, RC families from different Service branches (e.g., ARNG and USAR) live in the same neighborhood or community. Currently there are no systems in place to establish contacts and encourage mutual support across these component boundaries. Ways need to be developed to link these various RC military families with one another.

Ensure Effective Rear Detachment Support

The rear echelon should be well equipped to support families during deployment. Their responsibilities to families during deployment must be well defined and communicated to all stakeholders. Ideally, Rear Detachment personnel must receive training in family readiness, including their role relative to volunteers. It is helpful for command to designate a family support POC in-theater with whom the Rear Detachment can communicate directly and through whom frequent, accurate information from the deployment site can be funneled through the FRG to families.

Provide Administrative Assistance

To prepare families for mobilization and adjustment during deployments, the ARNG and USAR should continue to assist with administrative challenges in areas such as registering with DEERS, TRICARE eligibility rules, provider availability, coverage policies and practices, and access to military medical facilities. In cases where families experience income loss due to mobilization, RC families need administrative help to deal with creditors and civilian employers and to learn how to take advantage of the Soldiers and Sailors Civil Relief Act and Employer Support of the Guard and Reserve (ESGR).

CHAPTER 5: WELL-BEING WITHIN ARMY FAMILIES

Questions addressed in this chapter:

What is meant by well-being? How does the Army define and address well-being issues?

What is the current state of well-being among Army families?

What is the employment and earnings situation among military spouses? How satisfied are spouses with their career opportunities?

How does family violence affect Army families, and what are the unique risk and protective factors that influence family violence in military communities?

What Army demands and resources have been shown to affect well-being?

1. Introduction

Army family well-being is important in its own right because it is an indicator of the health of Army community members, but also because it affects spouse support for Soldiers' careers and Soldiers' attitudes toward military service.[1] Hence, Army family well-being can influence important organizational outcomes like morale, readiness, and career intentions. In recognition of the important role that it plays in the military, **research and policy attention on well-being in the Army has increased in the past 15 years.** For example, the Department of the Army now has a Well-Being Liaison Office (WBLO) which, among other activities, maintains a Web site for Army Families (Army Families Online) and publishes a quarterly newsletter called *Army Well-Being*.[2] This chapter reviews definitions of well-being, presents findings on the current state of well-being among Army families, and documents some of the ways Army life impacts well-being.

2. Defining Well-Being

Well-being can take many different forms. Research in civilian settings emphasizes well-being as a broad holistic concept, composed of and measured by indicators such as life satisfaction; perceived quality of life; and physical and mental health, including the absence of excessive stress. Well-being can also include satisfaction with specific life domains, such as family life, work life, finances, housing, leisure, and spirituality.[3] Additional measures often included in the study of well-being in the military context include family adaptation to, and satisfaction with, military life.

The Army also takes a holistic approach in its definition of well-being and links well-being directly to organizational goals. **The *Army Well-Being Strategic Plan* defines well-being as "the personal—physical, mental, and spiritual—state of Soldiers . . . and their families that contributes to their preparedness to perform and support the Army's mission."**[4] One of the advantages of this holistic view of well-being is that it is broad enough to incorporate a wide range of topics and issues that are of concern to Soldiers, family members, Army support providers, and researchers alike. For example, recent studies on Army spouses' experiences in

the civilian labor market can help shed light on Army families' financial or material well-being. Research that addresses family members' access to, and use of, social support can help answer questions about families' mental or psychological well-being, and so on.

3. Well-Being Among Army Families

In this section, research on the current state of well-being among Army families is reviewed. Indicators that are examined include those suggested both by the Army's definition of well-being, as well as the literature on well-being from both military and civilian settings. These indicators include overall social-psychological measures of well-being such as quality of life, family adaptation, and mental health. Other indicators covered in this chapter include marital satisfaction, physical health, and financial well-being.

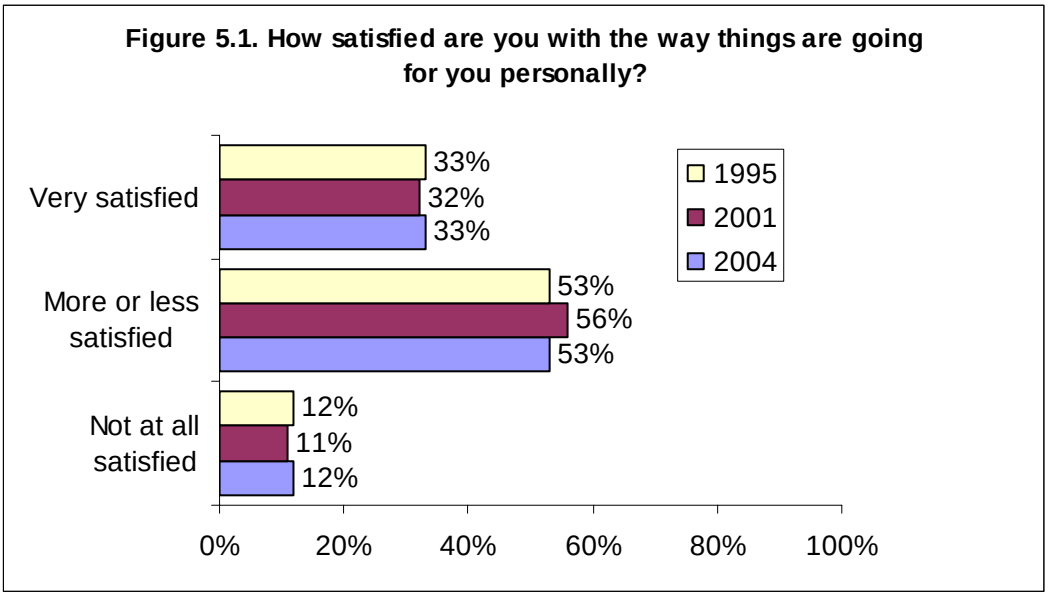
Social-Psychological Well-Being

Social-psychological aspects of well-being refer to its social and emotional dimensions. These dimensions are manifested in perceptions of quality of life, including global perceptions of life satisfaction and satisfaction with specific aspects of life. It also includes individuals' sense of adaptation to Army life and their emotional and mental health.

Quality of Life

One of the most studied areas of Army well-being is quality of life. Survey data on this topic indicate that **most Army spouses are satisfied with the way things are going for them personally.** On the 1995, 2001, and 2004/2005 *Survey of Army Families (SAF)*, for example, Army spouses were asked to assess their own well-being at this general level. For all three survey periods, roughly one-third of spouses reported being "very satisfied" with the way things are going for them personally, and more than half were in the relatively neutral category of "more or less satisfied" (see Figure 5.1). Relatively small percentages in each year were "not at all satisfied."[5] Changes over the 10 years are very small.

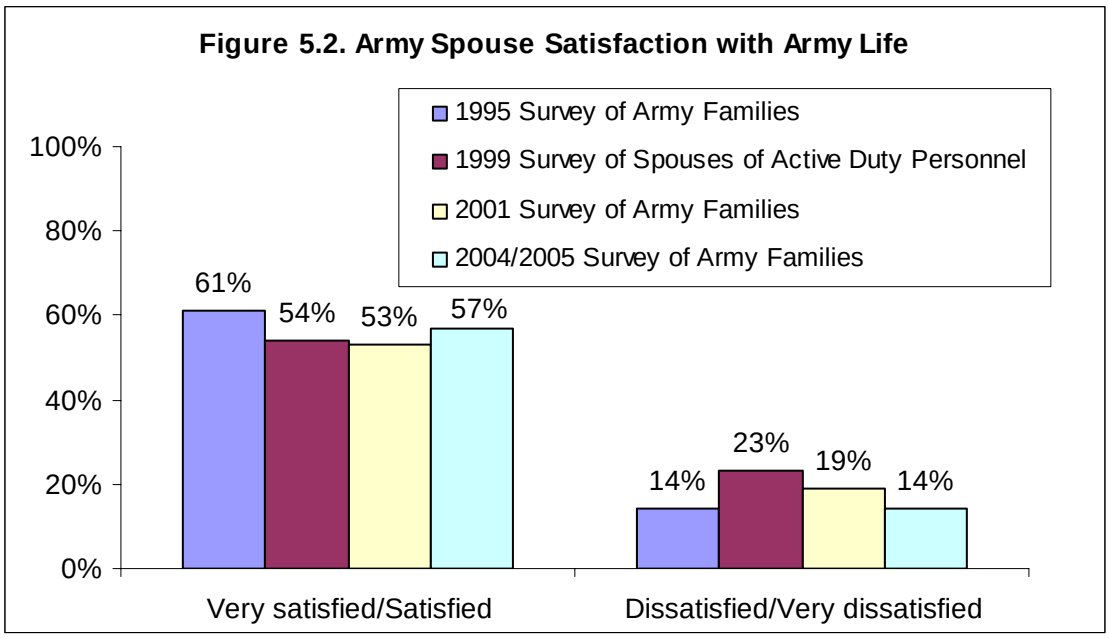
Figure 5.1. How satisfied are you with the way things are going for you personally?



Sources: *Survey of Army Families* (1995, 2001, and 2004/2005), U.S. Army Community and Family Support Center (CFSC)

A similar question about overall well-being, which asked spouses to rate their general outlook about their lives, was posed on the 1999 *Survey of Spouses of Active Duty Personnel*, administered by the Department of Defense (DoD). More than three-fourths (77%) of spouses of Army personnel reported their outlook was "optimistic" or "very optimistic," and only 5% were "pessimistic" or "very pessimistic."[6] Similarly, a survey of Army spouses sponsored in 2004 by the Kaiser Family Foundation found that more than four-fifths (84%) of spouses rated their personal morale as "average," "high," or "very high."[7] Though the DoD and the Kaiser Foundation survey questions were worded somewhat differently, overall, these results track closely with those obtained via Army surveys.

Other important indicators of well-being that have been measured frequently since the mid 1990s include spouses' overall satisfaction with Army life (or military life) and with particular aspects of that life. Though estimates vary somewhat across survey periods, overall, **most Army spouses are satisfied with the military way of life** (see Figure 5.2). Officers' spouses consistently report being more satisfied with their lives than spouses of enlisted Soldiers, and **spouses of junior enlisted personnel tend to be the least satisfied with Army life.**[8] Part of the reason that satisfaction is higher among Soldiers and family members with longer tenure is self-selection; that is, those who become dissatisfied are more likely to leave the military earlier than satisfied members.



Sources: *Survey of Army Families* (1995, 2001, and 2004/2005), U.S. Army CFSC; 1999 *Survey of Spouses of Active Duty Members*, Defense Manpower Data Center (DMDC)

Soldiers' satisfaction with military life is also measured periodically through the DoD *Status of Forces Surveys* and the Army's *Sample Survey of Military Personnel (SSMP).* These surveys suggest that **overall rates of satisfaction with military life among Soldiers are similar to rates among Army spouses.** For example, since 1999, the percent of Soldiers in DoD surveys who report being satisfied with military life has ranged from a low of 45% in 1999 to a high of 60% in March 2003—the period marking the start of Operation Iraqi Freedom (OIF). Since that period, Soldier satisfaction with military life has been in the range of 56–58%.[9] **As is true for spouses, satisfaction with Army life is lowest among Soldiers of lower rank and tenure.**

"I'll start with what's important. Retirement is one of the reasons he is staying in. In terms of advantages, I would have to say living arrangements—that is, living on post. Benefits such as the commissary are also wonderful."

— Army family member, responding to the Defense Department Advisory Committee on Women in the Services (DACOWITS) in 2005 about the advantages of Army life

The Army regularly assesses spouses' satisfaction with particular aspects of Army life. **Aspects of Army life with which spouses report high levels of satisfaction include commissaries and exchanges, the security and stability of their Soldier's job, and opportunities for their Soldier to serve their country.** In contrast, aspects of Army life that generate lower levels of satisfaction include deployments and family separations, availability of affordable child care, employment and career issues, and the amount of support for the family provided by the unit and from higher levels of leadership (see Table 5.1; note this does not represent an exhaustive list). Overall, **spouses are more satisfied with the tangible and intangible aspects of their Soldiers' jobs and with in-kind benefits and services than with the way Army life affects the balance between work and family and their own employment.**[10]

Table 5.1. **Common Satisfiers and Dissatisfiers of Army Life for Spouses**

Areas in which more than half of Army spouses report being satisfied/very satisfied	Areas in which less than half of Army spouses report being satisfied/very satisfied
• Commissary/exchange	• Deployments/amount of time spouse is away from home
• Soldier's job security	• Army leaders' support and concern for families
• Opportunities for Soldiers to: – Serve the country – Develop skills	• Availability of affordable child care
• Health care benefits	• Career opportunities for Army spouses
• Worship services	• Military pay and allowances

Source: 2004/2005 *Survey of Army Families*, U.S Army CFSC

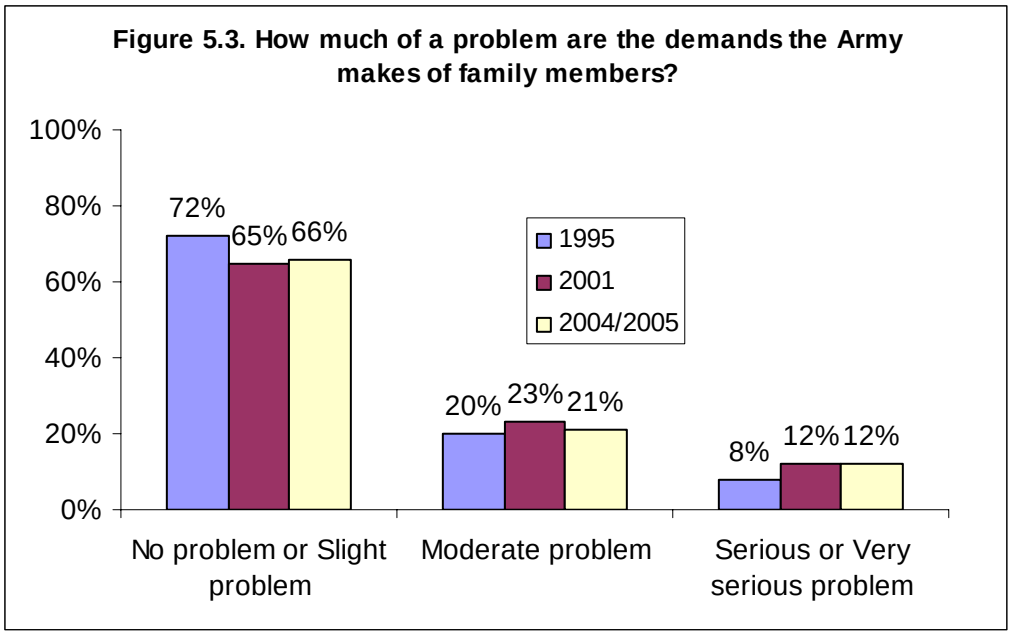
Family Adaptation

Another important dimension of Army family well-being is the ability of Soldiers and their families to meet Army demands without having to abandon their personal and family goals.[11] Within the literature, this idea is captured by the concept of *family adjustment*, or *family adaptation*. (In this section, the latter term is used, but they are essentially synonymous.) Family adaptation can take two forms: *internal* or *external*. *Internal adaptation* refers to the functioning of members within the family and the quality of their relationships with one another, and it is often measured in terms of marital satisfaction and the ability to communicate with one another. *External adaptation* refers to the fit between a family and its environment (in this case the Army), focusing on how well families are able and willing to cope with the pressures brought on

by work or other demands. Measures of external adaptation include family members' attitudes and behaviors toward the organization and work-family conflict (WFC), which is the degree to which one of these life domains disrupts the other.

These distinctions are important in the Army because one form of adaptation can affect the other. For example, Soldiers' satisfaction with their job and their work hours are positively associated with perceptions of work-family balance (external adaptation), which, in turn, is associated with lower marital tension (internal adaptation).[12] Within families, Soldier and spouse levels of family adaptation tend to be related.[13] The following section primarily describes findings about external adaptation—that is, the degree of adjustment between families and Army demands and challenges. Findings related to internal adaptation (e.g., martial satisfaction) are covered later in the chapter.

Data from several surveys fielded or sponsored by the Army and the Kaiser Family Foundation indicate that **the large majority of Army family members do not consider Army demands on the family to represent a serious problem.**[14] There has, however, been a slight increase since 1995 in the percent of Army spouses who consider Army demands on the family a "serious" or "very serious" problem (see Figure 5.3).



Sources: *Survey of Army Families* (1995, 2001, and 2004/2005), U.S. Army CFSC

While most spouses do not consider Army demands a major problem, **spouses of deployed Soldiers report moderate to high levels of WFC and greater WFC than spouses of the nondeployed.** For example, in a study examining levels of WFC reported by Soldiers and spouses in deployed Airborne units, more than half of spouses of both junior and senior Soldiers agreed that "due to my spouse's work, I have to make changes to plans for family activities," and "the demands of my spouse's work interferes with home and family life."[15] There was little difference between the responses of junior and senior spouses on these measures.

For other items on the WFC scale, responses varied between spouses of junior and senior Soldiers. Spouses of junior Soldiers, for example, were more likely than senior spouses to agree

that their Soldiers' job "produces strain that makes it difficult for him/her to fulfill family duties" (42% vs. 27%, respectively). Senior spouses, however, were more likely to agree that "things I want my spouse to do at home don't get done due to job demands" (51% vs. 38%, respectively).

Researchers also found significant relationships between WFC and spouses' marital satisfaction and between WFC and Soldiers' intentions to leave the military. There was also a significant relationship between spouses' average WFC and depression, but not between WFC and spouses' drinking behavior. (Psychological and physical well-being are discussed in the following sections). The study authors emphasize that **unit-level leadership has a significant role to play in establishing a family-friendly unit climate, which can reduce WFC.**

Other studies have concluded that leadership attention to family factors is a key element in maintaining well-being among Soldiers and families. For example, Soldiers in units commanded by officers who give high priority to human dimensions report higher satisfaction with their military and family lives than Soldiers in units commanded by officers who do not prioritize these dimensions.[16] Perceptions of positive leader support, informal unit support, and sense of community are strongly associated with family adaptation.[17] Hence, **unit leaders can positively influence family adjustment to Army life by demonstrating to Soldiers and families that they care about their well-being and by fostering supportive communities.**

> "*The most significant barrier [to work-family balance] is the long hours. You never know when they'll need to work. My husband is a pilot and can never coach my child's soccer team. I would definitely say that the most significant barriers are related to the irregular work hours and the amount of time required to do their jobs."*
>
> — Army spouse, responding to DACOWITS in 2005

Mental Health and Stress

Psychological well-being can be measured in many ways, including the absence of depression, alcohol and drug abuse, anxiety levels, and stress. These measures of well-being are often interrelated because people with one type of mental health problem may manifest others (e.g., depression, anxiety). In addition, women tend to manifest affective disorders such as depression more than men.[18] Since the vast majority of military spouses are women, much of the research in this area focuses on the effects of Army life on mental health outcomes such as depression, distress, and emotional health among Army wives.

Similar to data collected from civilian samples, there is a low prevalence of mental disorders among Army spouses.[19] For example, recent surveys measuring self-reported mental health among Army spouses show that most score below the critical point for clinical depression and do not drink alcohol in a typical week.[20] The frequency of selected mental health symptoms as reported by Army spouses in 2001 and 2004/2005 are shown in Table 5.2.[21]

Table 5.2. **Self-Reported Indicators of Mental Health Among Army Spouses**

Psychological Symptom	Percent Reporting Experiencing Symptom to a "Great Extent" or "Very Great Extent" in the Last 12 Months	
	2001	2004/2005
Emotional or nervous problem	12%	15%
Drug/alcohol problem	2%	4%
Gambling-related problem	1%	1%

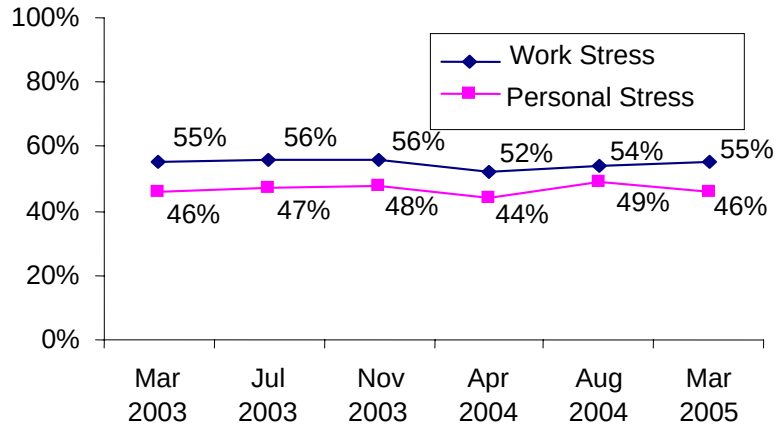
Sources: *Survey of Army Families* (2001 and 2004/2005), U.S. Army CFSC

Though the prevalence of psychological disorders among spouses is low, the dangerous nature of Soldiers' work does represent a significant source of stress. For example, data from the *SAF* indicate that the percentage of spouses who consider the possibility that their Soldier may be involved in combat a "serious problem" or a "very serious problem" increased from 2001 to 2004/2005 (from 34% to 41%).[22] **Spouses of enlisted Soldiers are much more likely than spouses of officers to report that the possibility of their Soldier being involved in combat is a serious problem** (51% vs. 38%, respectively).

The family's capacity to manage and adapt to different types of stress is related to individuals' demographic and background characteristics. For example, younger military families have fewer resources—including economic, psychological, and social resources—than older military families with higher incomes, more experience, and easier access to social support. **Specific groups that are at risk for managing military life stressors include younger spouses (particularly those with young children), those married to junior enlisted Soldiers, and foreign-born spouses.**[23] Recent research has also explored whether race/ethnicity moderates the relationships between spouse adjustment to Army demands and variables such as age, educational attainment, level of social support, financial difficulties, and others. Results suggest that the roles these factors play in family adjustment can vary among spouses with different racial/ethnic backgrounds—a finding that has implications for the design, delivery, and targeting of Army support programs.[24]

Soldiers' perceptions of stress at work and in their personal lives are also important to family well-being, particularly given that **Soldiers' work stress can spill over into their family lives.**[25] Service member stress is assessed periodically through DoD and Army surveys. **About half of Soldiers surveyed since 2001 report significant stress in their personal lives.** For example, on the DoD 2002 *Survey of Health Related Behaviors*, 45% of Soldiers reported "some" or "a lot" of stress in their family.[26] Similarly, between 44% and 49% of Soldiers in the DoD *Status of Forces Surveys* from 2003 to 2005 report that stress in their personal lives was "more" or "much more" than usual.[27] **Overall, Soldiers' tend to report higher work-related stress than stress in their personal lives** (see Figure 5.4).

Figure 5.4. Overall, how would you rate your current level of stress in your work life? In your personal life? (Percent of Soldiers reporting "High" or "Very high")



Source: *March 2005 Status of Forces Survey of Active-Duty Members: Leading Indicators,* DMDC

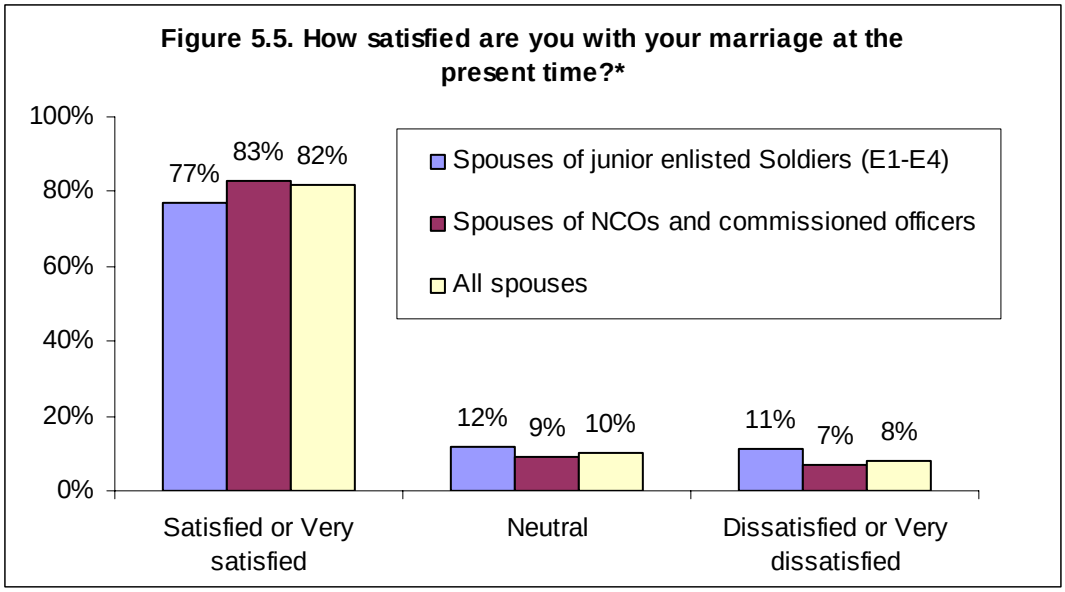
Among Soldiers who report "a lot" of stress, the causes most frequently cited include deployments and family separations.[28] Deployments represent a source of stress in and of themselves, and they can lead to other stressful events associated with diminished well-being, including issues related to child care, employment obligations, and managing households without the support of the Soldier[29] (also see chapter 3). **Deployments and other kinds of separation produce stresses that have a negative impact on both mental health (e.g., anxiety, depression)[30] and physical health.**[31]

Wartime deployments—as opposed to more routine types of military family separation—can be more stressful to spouses, both because of concerns over the safety of Soldiers and because of issues associated with postdeployment readjustment. **Spouses whose Soldiers return from military missions with injuries to their physical or mental health must cope with their loved ones' pain and suffering, causing significant stress to families.** Despite these challenges, some research suggests that most spouses recover from the emotional problems associated with separation and reunion within a few months after their Soldier's return.[32]

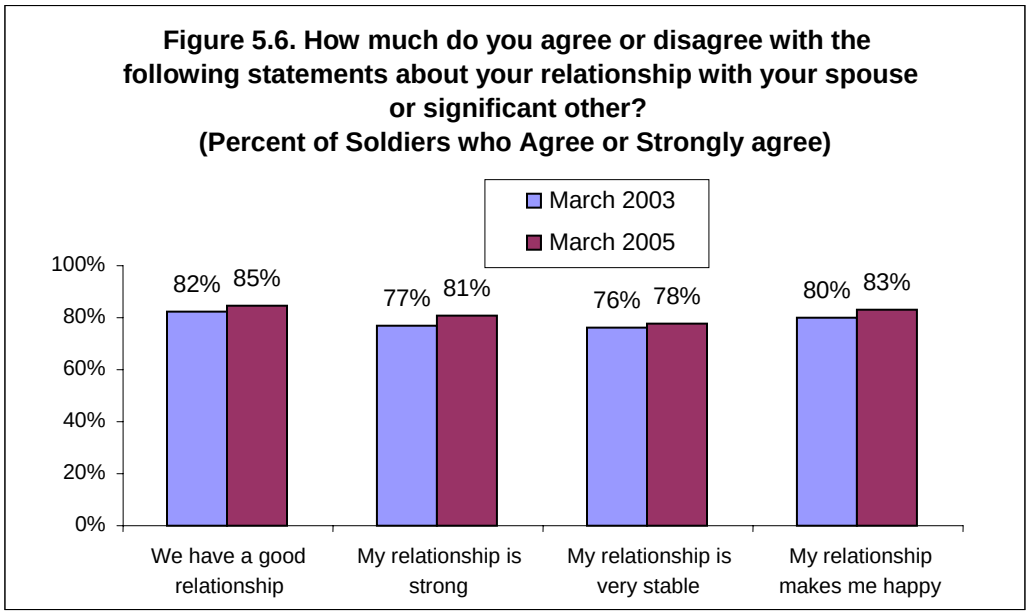
Marital Satisfaction and Stability

Satisfaction with marriage is an important component of well-being both in its own right and because of the association between the quality of individuals' personal relationships and other areas of well-being. For example, research shows that marital distress increases the risk of mental and physical problems for adults and children.[33] As noted earlier, the health of the marital relationship is also an indicator of internal family adaptation to Army life.

As is true within the civilian sector, the large majority of Army spouses and Soldiers are satisfied with their marriages and report having strong relationships (see Figure 5.5 and Figure 5.6).[34]



Source: 2004/2005 *Survey of Army Families*, U.S. Army CFSC
*Responses were measured on an 11-point scale (1=very satisfied, 11=very dissatisfied). Responses in the 5 to 7 range are considered neutral.



Source: *Status of Forces Survey of Active-Duty Members* (March 2003 and March 2005), DMDC

Examining marital dissolution is another way to gauge marital satisfaction and stability in the Army and, by extension, family well-being. **Few studies have compared divorce rates between military and civilian populations, probably because of the difficulty of determining comparable populations based on age and other relevant background characteristics.**[35] As an estimate, however, 7% of Soldiers in 2002 reported their marital status as divorced, compared to more than 11% among civilians of similar age (i.e., 18 to 40).[36] Based on this comparison, Army families could be considered at least as stable as civilian families. And despite the challenges of military life, the military has been considered family-friendly by many observers because it provides organizational benefits and support conducive to relationship

stability (e.g., job security, health benefits, community resources), particularly among groups that traditionally have had high divorce rates, such as African Americans.[37]

Interestingly, most Army spouses (58%) in a 2004 survey sponsored by the Kaiser Family Foundation believed deployment had strengthened their marriage, while 31% believed it had no effect and only 10% felt it had weakened their marriage.[38] Among the small percentage who suggested deployment had weakened their marriage, only about one-third reported that the deployment was likely to lead to a divorce. Data collected on the 2004/2005 *SAF* suggest little change (4–5%) in marital satisfaction between spouses currently experiencing a deployment and those whose Soldiers had deployed and returned (see Figure 5.7).[39]

Source: 2004/2005 *Survey of Army Families*, U.S. Army CFSC
*Satisfaction was measured on an 11-point scale (1=very satisfied, 11=very dissatisfied). Responses in the 1 to 4 range are considered "satisfied" or "very satisfied."

Physical Well-Being

Physical health is another important part of the Army's definition of well-being. Traditional concepts of physical well-being include physical fitness, weight, and healthy behaviors (e.g., maintaining safe conduct, positive eating and drinking habits).[40] While a lot of research has been conducted focusing on the physical well-being of Soldiers, less is known about Army family members.

Data from multiple surveys of Army families show that **most Service members and their families report good physical health and that they believe they are doing a good job taking care of their health.**[41] For instance, in a 1999–2000 survey of 709 spouses of Soldiers in both the Active Component (AC) and the Reserve Component (RC), nearly all respondents (95%) reported their state of physical health as "average" to "excellent."[42] About two-thirds of spouses on both the 2001 and 2004/2005 *SAF* reported that they were taking care of their personal health either "well" or "very well" (66% and 67%, respectively).[43] With respect to children, 93% of

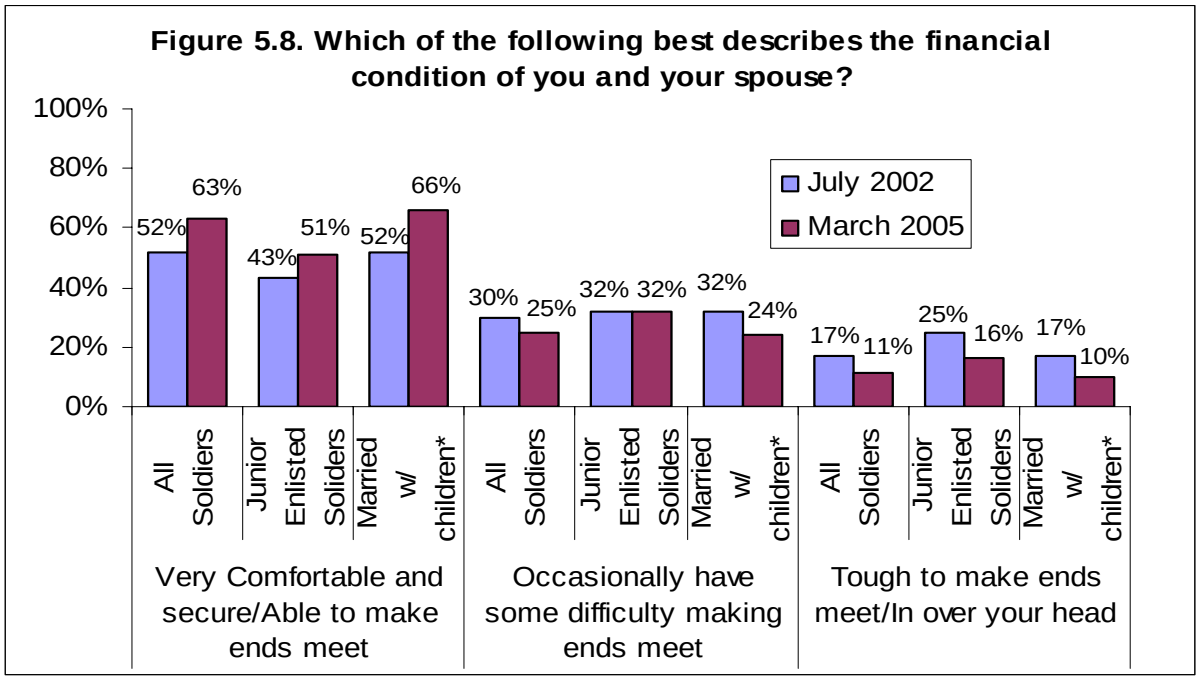
spouses on the 2004/2005 *SAF* reported taking care of their children's health "well" or "very well."[44] (More information on children in Army families is provided in chapter 6.)

Physical health can also be measured in terms of healthy behaviors and lifestyles. In a large-scale study of military family exercise behaviors conducted in 1997, as many as one-third of Army spouses reported that they were not currently exercising—a higher proportion than found in a comparable civilian sample.[45] Findings from this and a second study of spousal health show that between one-third and one-half of Army spouses would be considered overweight using calculations of respondents' Body Mass Index, a commonly used measure of an individual's weight relative to his or her height used in both civilian and military settings.[46] Thus, **while Army culture emphasizes physical fitness, and both Soldiers and spouses tend to see themselves as healthy, the physical well-being of spouses may actually lag behind that of Soldiers.**

Material and Financial Well-Being

Army family well-being includes their ability to meet material and financial needs. Financial well-being also affects other areas of well-being; for example, money is the issue about which married couples most frequently argue.[47] This section focuses on the overall financial well-being of Soldiers and their families, the extent to which Army families report financial difficulties, and the employment of Army spouses.

Most Soldiers report they and their spouses are comfortable and secure or are able to make ends meet without much difficulty; the remainder report some degree of financial difficulty (see Figure 5.8). A sizable minority of junior enlisted Soldiers (E1–E4) describe their financial situation as "tough to make ends meet" or "in over your head," and more than half have difficulty making ends meet at least occasionally (though this percentage has declined since 2002). On average, the financial condition of personnel who are married with children is about the same as for all Soldiers combined.[48]



Sources: *Status of Forces Survey of Active-Duty Members* (July 2002 and March 2005), DMDC
*Figures for married personnel with children are not Army-specific but include all DoD Services. (Totals may not sum to 100% due to rounding.)

Spouses' perceptions of their families' financial well-being are similar to those of Soldiers, and the large majority of spouses do not report serious financial problems. For example, one-half of Army spouses surveyed in 1999 characterized their financial condition as "very comfortable and secure" or "able to make ends meet," 28% said they "occasionally had some difficulty making ends meet," and 22% reported it was "tough to make ends meet" or were "in over their heads."[49] On the more recent 2004/2005 *SAF* (which used a different question), more than three-fourths (76%) of spouses reported not experiencing financial difficulties at all, or only "to a slight extent" over the past 6 months, and less than one-fourth (24%) experienced financial problems to a "moderate," "great," or "very great" extent.[50]

Other data suggest a similar distribution between those spouses who perceive their families as financially secure and those who experience some degree of financial difficulty. For instance, a 2004 survey of Army spouses sponsored by the Kaiser Family Foundation found that one-fourth (25%) of spouses had trouble in the past year paying their bills, and 21% reported receiving assistance from the federal Women, Infants, and Children (WIC) program or food stamps. However, fewer than 10% of spouses considered filing for bankruptcy (8%) or applied for an emergency relief loan or grant from the Army (9%).[51] Additionally, **most Soldiers and their families have some savings,** though the amounts are relatively modest. Slightly less than half (42%) of Soldiers surveyed in 2004 reported having up to $2,500 dollars in savings, and 13% reported having no savings at all.[52]

Families of junior-ranking Soldiers, especially among enlisted families, are at greater risk of financial difficulty, as are single-parent households.[53] Data from the 2004/2005 *SAF* indicate, for example, that the percentage of spouses of junior enlisted Soldiers (E1–E4) who experienced financial problems to a "great extent" or "very great extent" over the last 6 months

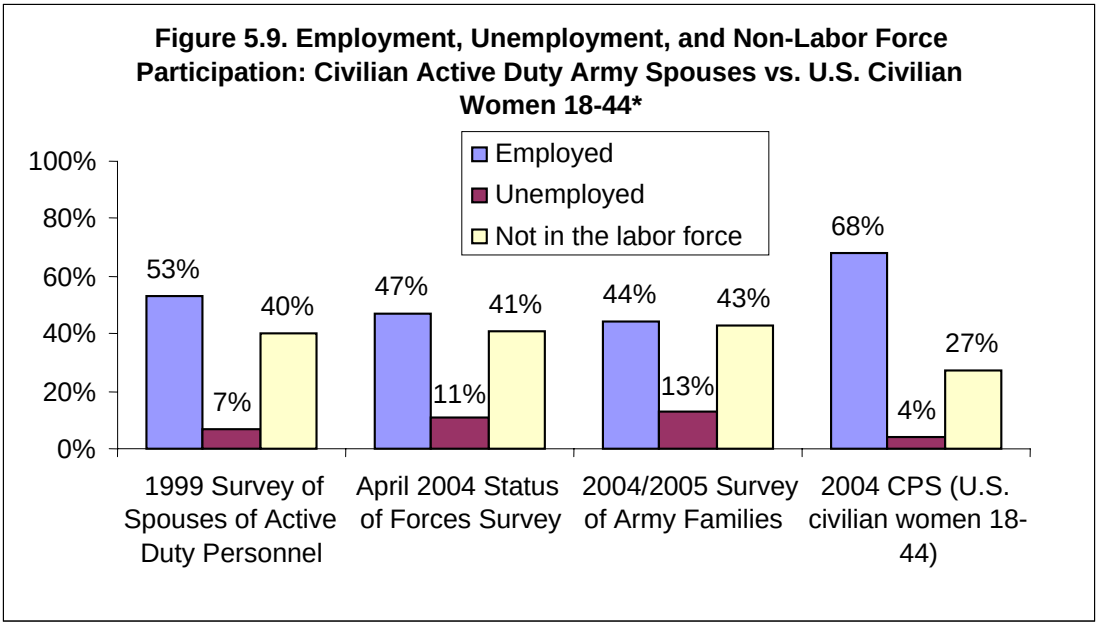
was three times as high (21%) as the percentages reported by spouses married to Soldiers in other grades (7%).[54]

Spouse Employment

Spouse employment is also an important factor when considering the financial well-being of Army families. **Compared with their counterparts in civilian families, military spouses are less likely to be in the labor force, less likely to work full time, more likely to be unemployed, and tend to earn substantially less,** even after accounting for differences in age and educational attainment.[55] Some researchers have estimated that military family income lags behind that of comparable civilian families by more than $10,000 annually, and they have attributed much of this difference to the lower average earning of military spouses.[56]

Comparing estimates of the employment status of Army wives with that of women ages 18 to 44 in the U.S. population shows that Army wives have both higher unemployment rates and lower rates of labor force participation (see Figure 5.9).[57] According to the U.S. Census Bureau, labor force participation is defined as either working or looking for work. Therefore, "discouraged workers"—those who may have given up searching for employment out of frustration or a perceived mismatch of their skills with available jobs—are not counted as "unemployed" but rather as "not in the labor force."

Figure 5.9. Employment, Unemployment, and Non-Labor Force Participation: Civilian Active Duty Army Spouses vs. U.S. Civilian Women 18-44*



*Totals may not sum to 100% due to rounding. April 2004 *Status of Forces Survey* estimate is based on the responses of Soldiers asked to provide the employment status of their spouse.

Survey data suggest the percentage of discouraged workers is high among civilian wives of Soldiers. For example, among spouses for whom the question applied, one-third (33%) reported that "difficulty finding a job with an acceptable salary" is a major problem in looking for or holding a job, and one-fourth (25%) reported that finding "a job relevant to their career aspirations" is a major problem. In contrast, only 9% considered "lack of training or experience for available jobs" a major problem in their job search.[58]

The lower average earnings and employment rates of military spouses are related foremost to frequent relocation.[59] While a Permanent Change of Station (PCS) may be associated with advancement in rank and pay for the Soldier, the spouse who accompanies the Soldier during the PCS move is often penalized in the labor market due to the loss of tenure and salary from a previous job and/or the difficulty of finding a job in the new location.[60] Military wives consider this demand of military life the primary barrier to the development of their own careers.[61] **Helping Army spouses connect with opportunities for full-time employment is important because of the positive impact spouse employment has on Army families' financial well-being and because their employment status affects their satisfaction with Army life.** Research suggests that spouses who are employed full time or who are not in the labor force by choice are more likely to be satisfied with Army life than are those who are unemployed or who have dropped out of the labor force because they have become discouraged.[62]

The role of "place" (i.e., where Army families are stationed) can also affect spouses' financial well-being. In particular, the social and economic features of the local labor market can influence spouses' ability to obtain work in their field. For example, spouses near urban centers are more likely to be in the labor force and be employed.[63] Additionally, **women working in labor markets with high proportions of military personnel pay an earnings penalty compared to women working in areas with a smaller military presence,** even after accounting for differences in individual and regional characteristics.[64]

4. Family Violence

Another important dimension of Army family well-being is the absence of family violence, including spouse and child abuse. Whether in civilian or military families, spouses and children who are abused have very low physical and psychological well-being and often suffer long-lasting negative effects. Available data from the DoD suggest that **in the last few years, rates of child abuse in the military have increased, while rates of spouse abuse have declined.** Specifically, the incidence of child abuse rose from 6.5 per 1,000 in 2003 to 7.0 per 1,000 for 2004, which represents a change from relatively stable rates for the previous 5-year period.[65] In contrast, DoD data from 2004 show that spouse abuse declined from a rate of 19.8 per 1,000 in 1998 to 13.5 per 1,000 in 2004.[66] Army-specific data also show a trend of declining rates of spouse abuse during this period.[67]

The decline in spouse abuse in the military is consistent with trends in the civilian population. For example, a recently released Bureau of Justice Statistics report finds that the rate of family physical violence in the United States has decreased by more than one-half between 1993 and 2002.[68] Among active duty women, about one-third (30%) report adult lifetime intimate partner violence (IPV), defined as physical and/or sexual assault, with 21% reporting IPV while in the military. Risk factors for IPV among military women include being separated, divorced, or widowed; having children; and being enlisted.[69]

Military Family Violence Rates Compared to Civilian Families

Child Abuse

Although child abuse rates in the military have recently increased, they continue to be substantially lower than overall rates for the general U.S. population. The estimated rate of child abuse within the civilian population for 2004 is 12.4 cases per 1,000.[70] This difference in rates of abuse between the military and the civilian population appears to be related to the lower incidence of child neglect in the military. Military family rates of child neglect are approximately half of those reported in the overall U.S. population, a phenomenon thought to reflect the screening and selection process associated with joining the military, as well as the resources of military families such as employment, housing, medical care, broadly available child care services, and at least one parent who has at least a high-school education.[71]

Spouse Abuse

It is difficult to compare military and civilian estimates of the prevalence of spouse abuse for several reasons. First, the military has a much higher percentage of men and young adults than society at large, and any valid comparison must adjust for this difference. Second, Army spouse abuse rates include only married partners; most civilian studies of domestic violence and IPV also include dating couples, cohabiting but unmarried couples, and formerly married couples.[72] Finally, Army data include incidents of emotional abuse that occurred without any physical or sexual abuse, while most civilian studies include only physical or sexual abuse.

Several studies address these differences in military and civilian contexts. In a large sample of Soldiers and a comparable civilian sample, the rates of moderate violence were estimated at 10.8% in the Army and 9.9% among civilians, and the rates for severe violence were estimated at 2.5% in the Army and less than 1% among civilians. The authors conclude that these are reasonably similar prevalence rates given the margin of error for reporting.[73] In the study of active duty military women cited earlier, the authors report that the prevalence and risk factors for abuse were similar in a demographically comparable civilian sample.[74]

Risk and Protective Factors That Influence Family Violence in Army Communities

Child Abuse

Both the age and the gender of children are related to the likelihood and severity of child abuse within military families. Infants and toddlers are at greatest risk for major physical abuse and neglect across all rank groups. Preteen boys are at greater risk for physical abuse than girls. Teenaged girls are at greatest risk for sexual, emotional, and minor physical abuse.[75]

Research with Army families has also identified predictors of child abuse among mothers and fathers. Consistent with the literature on young civilian parents and child maltreatment, lower rank of the Service military member is associated with increased risk for all forms of abuse. **Young parents are more likely to neglect their younger children than physically abuse them, and children of young parents are much more likely than children of older parents to be victims of major physical abuse.**[76]

Common predictors for both mothers and fathers include depression, parental distress, and family conflict. Predictive factors for mothers only include low marital satisfaction, low social support, and low family cohesion. For fathers, low family expressiveness is predictive.[77]

Spouse Abuse

A study of married male Soldiers identified individual and group-level characteristics associated with IPV. The individual characteristics were consistent with the civilian literature and include having poor marital adjustment, symptoms of depression, alcohol problems, a history of childhood abuse, and being a member of a racial/ethnic minority. Group-level characteristics that were associated with IPV include lower vertical cohesion in the Soldier's unit (i.e., low levels of trust and communication between subordinates and their superiors, resulting in reduced leadership efficacy); a culture of hypermasculinity (i.e., group disrespect for women); and lower support for spouses.[78] The finding that both individual and group-level factors are associated with IPV holds promise for the development of successful domestic violence initiatives, since intervention strategies will be more effective if they are targeted at the appropriate level.

Only a few empirical studies have examined the relationship between military deployment and domestic violence for Soldiers.[79] One such study—which assessed domestic violence at 3 to 4 months following a peacekeeping deployment—found postdeployment domestic violence during the reunion phase to be unrelated to the deployment. Rather, **occurrence of domestic violence during the postdeployment period was related to younger age, race/ethnicity, and a history of previous violence.** Having a history of predeployment domestic violence increases the risk of postdeployment domestic violence almost four-fold, regardless of other variables.[80] A second study, with a large cross-sectional sample, examined the relationship between the length of deployment and spousal aggression. One in five Soldiers who had been deployed up to 6 months reported moderate or severe domestic violence. As length of deployment increased, the probability of spousal aggression increased, which suggests **the risk of severe domestic violence postdeployment is significantly higher for longer deployments.**[81]

A growing literature links military veterans with posttraumatic stress disorder (PTSD) and IPV. An estimated one-third of male Vietnam War veterans with PTSD were found to have engaged in partner violence during the previous year, a rate that was two to three times higher than for non-PTSD veterans.[82] A separate study, particularly relevant to the current period, examined risk factors for partner violence in a subsample of men from a national study of Vietnam War veterans. Veterans with PTSD who had also engaged in partner violence manifested the highest level of all risk factors, including psychiatric problems (major depressive symptoms and substance abuse), relationship problems, and war-zone experiences (e.g., combat exposure and atrocities exposure). War-zone experiences were found to be especially salient, representing unique partner violence risk factors for men with PTSD.[83]

Implications of Research for the Army's Response to Family Violence

Increasing media and public attention surrounding domestic violence in the military prompted Congress to establish the Defense Task Force on Domestic Violence (DTFDV) (PL 106-65, Section 591). The task force met from April 2000 to April 2003 and made more than 200

recommendations aimed at improving the entire military community response to family violence.[84]

The Army Family Advocacy Program (FAP)—the centerpiece of the Army's comprehensive strategy to prevent, identify, and intervene with all forms of family violence—has incorporated many of the recommendations of the DTFDV. Since the establishment of the DTFDV, the Army FAP has vigorously pursued the following strategies and methods to strengthen the Army's overall response to domestic violence:

- A change in organizational culture that focuses on ensuring the Army holds offenders accountable for criminal behavior
- New confidentiality options for victims
- An expanded Victim Advocate Program
- New processes for substantiating spouse abuse
- Increased commander accountability
- Enhanced education and awareness programs about domestic violence[85]

Over the past decade, Army family violence intervention and prevention services, including the FAP, have grown in size and responsibility. Also noteworthy has been the success of new, proactive prevention programs such as the New Parents Support Program (see chapter 7 for information on this and other Army support programs and services). As the Army transforms as an organization, it is simultaneously experiencing a period of transition in the ways it responds to domestic abuse. Many of these changes are based on the recommendations of the DTFDV. Recommendations for continued progress in the area of combating domestic violence in the Army are provided at the end of this chapter, as a part of the overall recommendations suggested to enhance well-being in Army families.

5. Summary

This chapter has shown there are many dimensions researchers must consider when assessing the well-being of Army families. Making the picture more complex is the fact that many of the dimensions of well-being discussed here can vary depending on the characteristics of Army life that families experience (e.g., deployments, relocations, aspects of Army culture), as well as their demographic and social characteristics. Levels of well-being among Army families also vary depending on how the concept is measured. In terms of emotional well-being (e.g., life satisfaction, mental health, marital satisfaction), **research suggests that most military families are adapting and doing well, despite the fact that many are experiencing challenges balancing work and family as a result of the demands of OIF, Operation Enduring Freedom (OEF), and the Global War on Terrorism (GWOT).**

There are also some discouraging findings about Army families' well-being. These include the findings that only about half of spouses report being satisfied with military life and that research on military spouse employment shows Army spouses' labor-force participation, earnings, and employment lags behind their peers married to civilians. Fortunately, there are many informal and formal support resources that have been shown to help spouses cope with the stresses of Army life. These sources of support are highlighted in detail in chapter 7.

DoD statistics for child abuse show a slight increase from 2003 to 2005, representing a change in rates that previously had been relatively stable. Current DoD reports show that spouse abuse has declined, but rates of severe spouse abuse have been found to be higher for Soldiers who have been deployed for 6 months or more—a factor that should concern Army leaders as more and more Soldiers are becoming veterans of multiple, long deployments.

6. Recommendations to Maintain and Enhance Army Family Well-Being

- Conduct regular assessments of the health and well-being of Soldiers' families. Specifically, more data are needed to determine what kinds and levels of well-being have the greatest impact on organizational outcomes.

- Educate Army leaders at all levels about the demands of Army life that affect families and ways that Soldiers and families can effectively manage the stress created by these demands.

- Ensure that unit and installation leaders understand the importance of maintaining and strengthening the well-being of Soldiers' families as an element of unit and mission preparedness.

- Target resources to help Army family members cope with the greatest sources of stress, including deployment-related separation and reunion.

- Help Soldiers and their families financially by making sure that expenses related to PCS moves are fully reimbursable.

- Continue to develop strategies to enhance the earnings and employment opportunities of Army spouses. In particular, monitor the employment situation of spouses of Soldiers in units being restationed from overseas posts to U.S. locations with a dense military presence, some of which already have high female unemployment rates.

- Focus outreach efforts on the families of junior enlisted personnel who have the least personal and fiscal resources to manage Army life stressors.

- Increase awareness of those formal resources, services, and programs that help families adjust to the demands of Army life. Continue research to assess the quality, awareness, and effectiveness of such programs.

- Implement research to monitor the current increase in child abuse rates and evaluate its potential relationship to deployments and family separations.

- Increase outreach and domestic abuse education for Soldiers. This should include using recent findings regarding group-level factors predictive of IPV to create new education and prevention efforts targeting Platoon Leaders and Company Commanders.

- Foster a command climate that reduces domestic violence through respect for women.

- Expand current prevention and early intervention efforts targeting identified populations at risk for child abuse, including young families with young children and families experiencing marital conflict.

- Target secondary domestic violence prevention programs to young Soldiers with a history of previous abuse incidents, particularly those who live off post.

- Provide comprehensive screening and assistance programs throughout all phases of return and reunion.

- Monitor and treat Soldiers during and after deployments for severity and amount of traumatic war-zone exposure. Conduct research that assesses the effects of such exposure on Army spouses, children, and Soldiers.

- Target Soldiers with PTSD and high war-zone stress exposure for interventions to prevent domestic abuse.

CHAPTER 6: CHILDREN IN ARMY FAMILIES

Questions addressed in this chapter:

What are the major challenges for children and adolescents in Army families? How do adult children from Army families recall their experiences in retrospect?

How well do children in Army families adjust to the deployment of their Soldier parent and to other demands of Army life?

How do children's issues influence Army organizational outcomes?

How accurate are mainstream cultural depictions (e.g., popular movies, TV) of growing up in an Army family?

Are children from military families more likely than others to serve in the armed forces?

What is known about how children in Army families compare to children whose parents serve in other branches or other nations' military forces?

1. Introduction

This chapter describes key research findings on children in Army families, focusing on the salient dimensions of growing up with a Soldier parent. Since the publication of *What We Know About Army Families* in 1993, a number of studies have examined the experiences of children and adolescents in military families and adults who grew up within such families.[1] Because the 1993 report did not focus on Army children, this chapter also summarizes some of the research conducted before the 1990s. In this chapter, the term "children" generally refers to people between the ages of 0 and 12 years, although it is used occasionally in the generic sense. In contrast, the term "adolescents" refers to teenagers and very young adults, and "adult children" is used to describe individuals in their twenties and older who grew up in Army families.

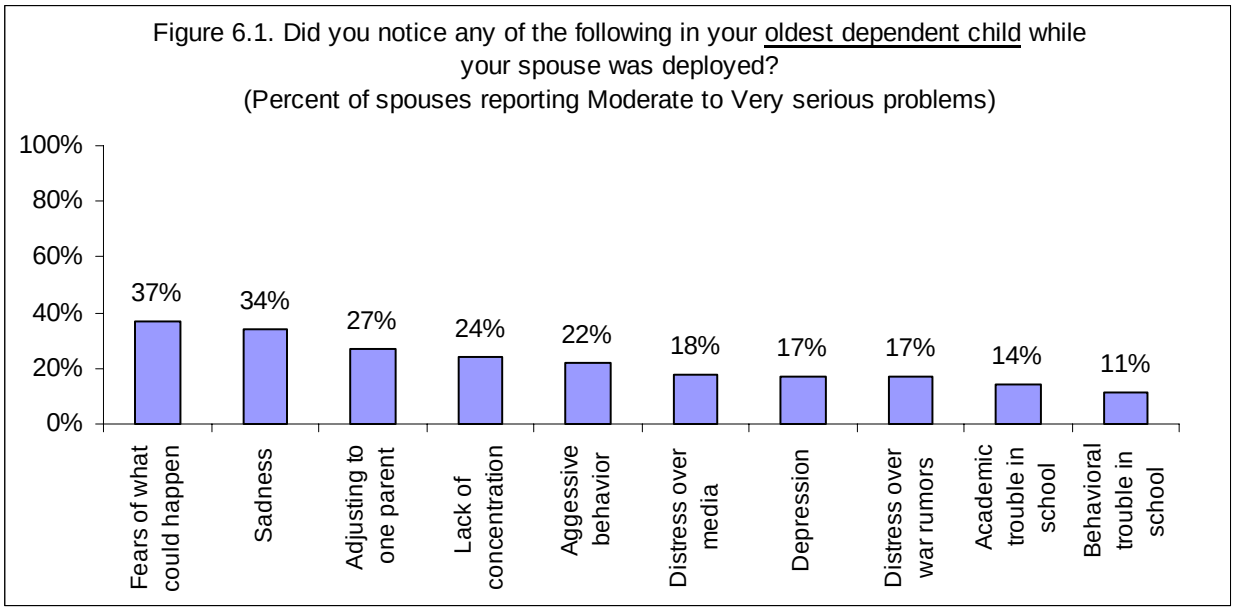
In 2005, there were more than 450,000 children who were 18 years or younger within Army families, and more than half (51%) were under 7 years of age. (See chapter 2 for a demographic overview of Army children and families.) As noted earlier in this report, Soldiers are more likely than their civilian peers of similar age to be married and to have children. This means the Army at any given time contains a much higher proportion of young parents and children than American society in general. There is some evidence that fertility rates among military personnel are higher than the general population not only because military personnel are so young, but also because of the family-friendly policies of the armed services.[2] For example, a 2000 analysis of child care in the United States notes that the U.S. military operates the largest employee-provided child care system in the country—a system that is widely recognized as a model of affordable, quality child care for the entire nation.[3] (See chapter 7 for a review of Army child care programs, child and youth services, and other support resources for Army children and families.)

Some of the older literature on children in military families tended to exaggerate the incidence of psychological problems among such children, even suggesting the existence of a "military child syndrome."[4] More recent studies have found, however, that **military children and adolescents exhibit levels of psychopathology and rates of severe conduct problems on par with children from civilian families.**[5] Nevertheless, Army children—particularly in the post-September 11, 2001, environment with its high frequency and pace of deployments—face significant life challenges not shared by many of their civilian peers. Because most of the available research gauges the experiences and reactions of children to the various demands of Army life (e.g., separation and deployment, frequent relocation), these demands are used as a framework to organize and discuss major findings. (See chapter 2 for a discussion of some of the common demands of Army life for families. Also see chapter 5 for information on child abuse in military families.) For each demand, available findings from studies of children, adolescents, and adult children are presented.

2. Reactions and Responses of Army Children to the Demands of Military Life

Risk of Injury or Death

A common demand of Army life for all family members is fear for the safety of the Soldier, and though service in the Army always carries a level of danger, family members' fears occur most frequently and intensely when Soldiers are deployed for military missions. Research shows that Army children are very concerned about the safety of their Soldier parent during such periods.[6] For example, data from the 2004/2005 *Survey of Army Families (SAF)* suggest that **the most serious concern experienced by children of deployed or recently deployed Soldiers is fear about what could happen to their Soldier parent,** followed closely by sadness. In 2004 and 2005, more than one-third (37%) of spouses of recently deployed Soldiers reported that fears were a moderate to very serious problem for their children (see Figure 6.1).[7]



Source: 2004/2005 *Survey of Army Families*, U.S Army Community and Family Support Center (CFSC)

Injury and death are not the only potential risks to Soldiers' safety in war—Soldiers can also be captured and become prisoners of war (POWs) or become missing in action (MIA). There is

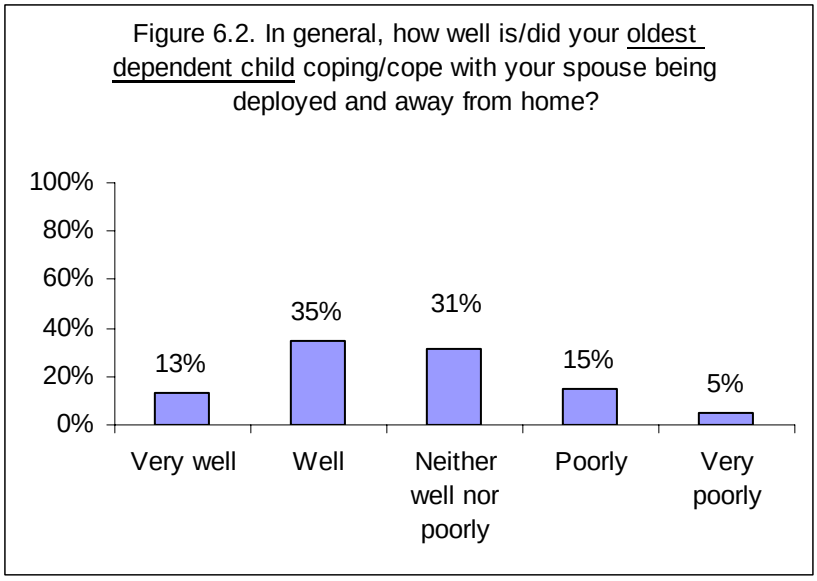
some research on children who experienced the death of their military parent or a long-term, indefinite separation due to a parent's MIA or POW status. This research suggests that children's emotional reactions to parental death can vary[8] and the loss of a parent can be traumatic, even lifelong.[9] Similarly, children of POWs are impacted by their father's captivity.[10] Research on children who had a parent MIA during the Vietnam War identified a host of immediate social and psychological effects resulting from the absence of the Service member parent.[11] Unresolved loss precipitated two extreme behavioral reaction patterns: an emotional "closing-off" of the child or a display of "over-independence" that alienated the child from the larger society. Several of these studies suggest that **the mother's reaction was the most important factor in how well children adjusted to the death or indefinite absence of their Soldier parent.**

Research conducted with adult children whose parents were MIA during the Vietnam War found long-term effects, both positive and negative. The most common negative outcomes reported by these adult children in retrospect were unresolved grief, persistent fears of abandonment, problems with intimate relationships, feelings of isolation, alienation, depression, lack of trust in others and the government, feelings of resentment and hostility, and a fatalistic attitude toward life in general. Some positive outcomes experienced by children who had experienced the duty-related death or absence of a military parent due to MIA status included the financial assistance they received as MIA children, which allowed them to attain a higher education; earlier and greater maturity; closer relationships with immediate and extended kin; resilience; and greater emphasis placed on the value of human life.[12]

There is limited research on adolescent and adult children of Army families and their responses to the risk of injury or death of their parent. Similar to children, **adolescents' emotional reactions to death are diverse and can include anger, withdrawal, indifference, and different emotional reactions between and within families.**[13] Overall, adults reflecting on growing up in the military report the risk of death and injury of an Army parent as the least stressful of the military family demands they experienced growing up,[14] and stressful perceptions of risk have not been salient for most adult children.[15] This finding is at odds with recent Army spouses' perceptions of their children's reactions to a deployed parent (e.g., as shown in Figure 6.1). As noted earlier, however, the frequency and intensity with which children experience such fears is likely related to whether they experience the wartime deployment of their Soldier parent, and such events were less common for some earlier cohorts of Army children than is true today. New resources are now available to help Army children cope with the loss of a Soldier parent, but more may be needed to help deal specifically with bereavement needs.[16] (See chapter 7 for examples of social support for families of deployed Soldiers.)

Separation and Deployment

Army family separation can come in a variety of forms: shift work, long working hours, education or training, and deployments. Past studies have found that **during war deployments, girls, but boys especially, suffer emotional, behavioral, sex-role, and health problems with a separated father**[17] including academic,[18] personality,[19] and father-child conflicts.[20] Children's reactions vary by their ages and by phase of deployment.[21] Research conducted during the post-September 11, 2001, period finds that **about half of Army children cope well with a parental deployment** (see Figure 6.2)[22] and that **younger children cope least well—especially children under 6 years of age.** Adjustment problems increase with longer separations.[23]



Source: 2004/2005 *Survey of Army Families*, U.S Army CFSC

Extended separation creates new father-child problems, as children can outgrow the father and have difficulty adjusting to his return and with reestablishing their relationship.[24] Research conducted during the 1980s found that children separated from fathers for non-war-related absences showed some depression and anxiety but that these conditions were more closely connected to the psychological condition of the mother.[25] More recent studies have confirmed that **the mother's response and adjustment to deployment is a very strong predictor of children's adjustment.**[26]

Children's adjustment to deployment is also related to the use of Army support programs and to parents' perceptions about whether the Army is a positive environment in which to raise children. For instance, data from the 2004/2005 *SAF* show that among spouses who reported their child had coped or was coping well with deployment, 52% reported using Army child and youth programs. In contrast, among spouses who reported that their children had not or were not coping well, only 41% reported using these programs. Similarly, spouses who agreed that the Army is a good place to raise children were much more likely to report that their children coped well with deployment than spouses with less favorable views about the Army as an environment for children.[27]

Typical deployment-related challenges for Army families that involve children include arranging for child care, managing children's schooling and other activities as a single parent, and disciplining them. Findings from the 2004/2005 *SAF* show that most families are coping with such issues "well" or "very well" (see chapter 3, Figure 3.3).[28] Of these various challenges, families cope least well with arranging for child care, with 46% of spouses of the currently deployed and 53% of spouses whose Soldier deployed and returned indicating they managed this issue well. Encouragingly, the large majority (91%) of parents report that they are taking good care of their children's health while their spouses have been deployed.

"It's a very hard life to live when you're away from your spouse multiple times and there's no companionship and the children don't understand."

—Spouse of junior enlisted Soldier, 2006
Qualitative Follow-Up to the 2004/2005 Survey of Army Families

Post-Gulf War research finds no significant differences in the problems experienced by children as a function of whether their separation is from a deployed father or mother.[29] Levels of deployment-related stress experienced by the military parent can vary by marital status, however. For example, single mothers experience greater stress than married military mothers. While it is not known if the same is true for single fathers, pre-Gulf War research found that male single custodial Army parents reported more stress than those in other familial situations, including single mothers.[30] For all groups, however, stress rarely rises to requiring psychotherapeutic intervention.[31] **Unmediated television viewing of war complicates stress for children with deployed fathers, but the stress and anxiety can be buffered with a supportive community environment,** including school, neighborhood, extended families, and local media.[32]

At the time of the late Cold War, most Army adolescents had experienced one parental absence associated with a deployment.[33] **Separations, in general, appear less salient for adolescents than children,**[34] **and parents perceive their oldest adolescents to cope best with a deployment.**[35] Positive development can sometimes result from the absence of a father, including increased family responsibilities.[36] Furthermore, adolescents have a better understanding of deployment than children and are more likely to use effective coping strategies, such as greater use of media to communicate with their deployed or separated parent(s).[37]

A recent Military Family Research Institute (MFRI) study of adolescents experiencing the deployment of a Service member parent—including parents serving in the Reserve Component (RC)—confirmed findings from previous research on adolescents in military families.[38] **Adolescents are fairly resilient, and many assume the responsibilities of the deployed parent.** This is especially evident in response to needs of the parent and younger sibling(s) at home. Moreover, adolescent education, extracurricular activities, and daily routines are negatively impacted by deployments. Adolescents vary in their uses and attitudes toward support, but they tend to engage in regular communication with their deployed parent via e-mail and telephone. Adolescents tend to rely on Service members themselves for information about the deployment and the war because they distrust the national media.

Recent research shows fathers to be far more involved in the lives of their children while deployed than previously thought, and **many fathers invest considerable time and effort into maintaining familial connections while deployed.**[39] Unfortunately, this research has also found that commanders send mixed messages regarding the saliency of the family in the Soldiers' life while deployed—some commanders were highly supportive of their Soldiers' needs in this area while others were not. Furthermore, arrival and departure uncertainties before, during, and after deployment caused considerable anxiety for children.

Reflecting on growing up, **adult children from Army families report parental separation as the third most stressful demand behind geographic mobility and behavioral**

expectations.[40] Among the adult military children who have reported experiencing intense feelings of separation from their fathers are those who were born in Vietnam to male American Soldiers and Vietnamese women during the Vietnam War years.[41] Current Army policies, regulations, and cultural taboos in Iraq and Afghanistan prohibit intimate interaction with the local population. However, extended tours in these and surrounding places may facilitate interaction.

Frequent Relocation

As noted in chapter 2, frequent relocation is a demand of Army life. Data from the 2004/2005 *SAF* indicate, for example, that three-fifths (60%) of Army spouses experienced a Permanent Change of Station (PCS) move at least once in the past 3 years.[42] Research on children and family moves finds some negative outcomes for Army children as a result of frequent relocation, including lowered self-esteem and behavioral problems.[43] As is the case for deployment stress and adjustment, children's stress associated with moving correlates with parental stress; that is, **parents' emotional and behavioral responses to moves affect their children's reactions.**[44] Children are more likely to have positive outcomes when they move if parents prepare them in advance and support them emotionally, psychologically, and socially before, during, and after the move.[45]

Relocation is more stressful for military adolescents than for military children.[46] A PCS move impacts roughly two-fifths of high-school age children in Army families in a significant way, and almost half report problems with social adjustments, falling behind in coursework, and feeling underchallenged.[47] Despite these findings, Army adolescents appear to experience fewer emotional and behavioral problems than previous research might have indicated.[48] **For Army-raised adults, moving was reported as the most stressful demand of military life.**[49] Many reported having moved approximately every 3 years, sometimes more, before graduating from high school, and roughly 15% moved 11 or more times.[50] Adults have responded to the loss of friendships in their childhood and adolescence with active memberships to online and face-to-face organizations.[51] Reported advantages of moving included opportunities to improve on problems associated with their last community.[52]

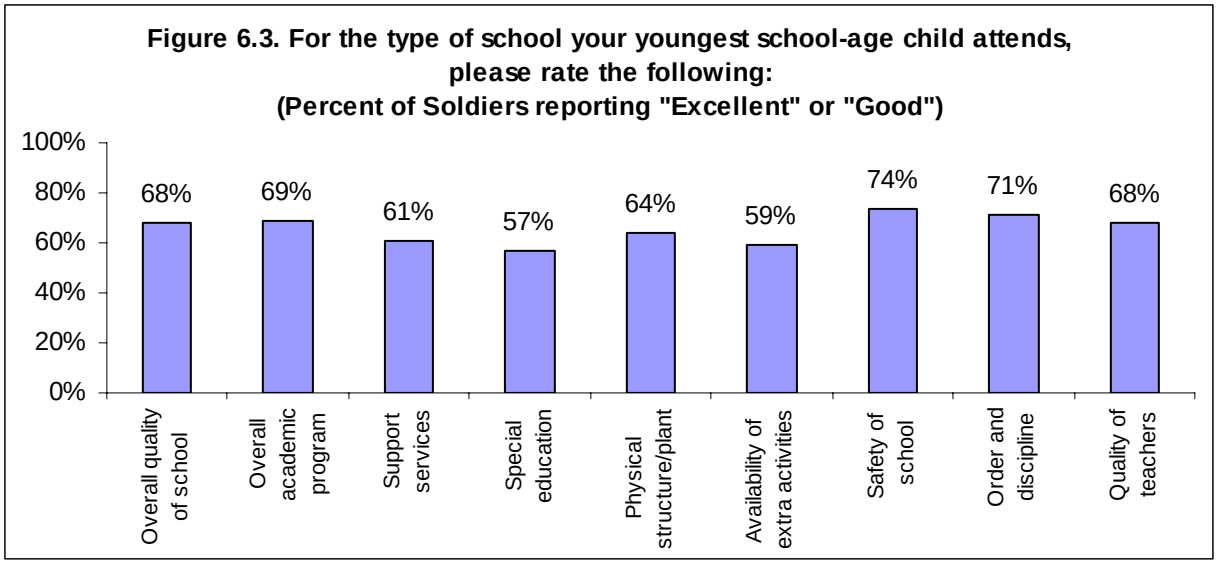
Foreign Residence

Army families often live outside the United States in places such as Germany, Italy, England, or Korea. Despite stereotypes that living abroad causes problems for children and adolescents, **those with problems living overseas often brought them from the United States.**[53] Indeed, research shows that **most adolescents prosper in overseas Army communities.**[54] Army families have lived in large numbers in overseas communities (such as Germany) and interacted and made friends in the local communities, appreciated their educational experiences, learned the local language, and taken on increased responsibilities as unofficial ambassadors for parents and younger siblings. Isolated incidents and clusters of problems continue to occur with some regularity. These can include drug and alcohol use in more permissive host nations,[55] gang activity,[56] violence, and other criminal and deviant activity,[57] which can lead to early returns of family members to the United States. Some Army and host nation officials are far less tolerant of acting-out behavior. However, the overall picture of children and adolescents in overseas military communities is a positive one.

There is an emerging literature on third-culture kids (TCKs). TCKs are defined as children who are influenced by the cultural characteristics of both their passport country (usually the home country of the parent or guardian) and the country(s) they have lived in during their developmental years.[58] TCKs, including those from Army families, have an exceptional developmental experience compared to their peers. **Features of the TCK experience include both positive and negative experiences and outcomes.** Their negative experiences include culture shock, reentry and acculturation difficulties, self and identity formational conflicts, and feelings of rootlessness and restlessness. Positive outcomes that result from the TCK experience include world-mindedness, greater educational attainment, and an orientation toward international-oriented work.[59]

Army-raised adults report living overseas as less stressful than frequent relocation, behavioral expectations, parental separation, parental risk of injury or death, and transitioning to civilian life.[60] Adults who lived overseas as adolescents tend to join informal online and face-to-face organizations—especially those catering to high school groups and reunions.[61] **Adult children of Army families tend to reflect on their overseas experiences with fond recollections.** They perceive themselves as better off than civilian peers for having lived overseas. For example, 81% report having spoken one or two languages other than English while growing up.[62]

Both frequent moving and living overseas have been seen as interfering with the education of military children.[63] **Because of the lack of national curriculum in the United States, there is a problem with Army children's educational continuity as families move.** For example, a recent comprehensive study of U.S. Army transitions between secondary educational institutions found eight areas of concern related to the education of relocating Army children. These included (1) records transfer, (2) variations in school calendars, (3) variations in school schedules, (4) an overly bureaucratic high school system, (5) integration in extracurricular school-sponsored activities, (6) school and community partnerships, (7) concern for the new student, and (8) involved adults.[64] A 2004 Department of Defense (DoD) survey asked Soldiers to rate certain features of schools attended by their youngest school-aged child (see Figure 6.3).[65] More than two-thirds of Soldiers reported as "good" or "excellent" the overall quality of their child's school (68%), its academic program (69%), and its teachers (68%). Soldiers were comparatively less satisfied with school's special education programs (57%) and the availability of extracurricular activities (59%).



Source: *April 2004 Status of Forces Survey*, Defense Manpower Data Center (DMDC)

Despite the challenges of the military way of life, **military children fare well, on average, when compared with their civilian peers in terms of academic achievement, consistently scoring better in the major testing areas.**[66] Recent research shows, however, that parental absences and geographic mobility do negatively impact military children's test scores—especially children with single parents, mothers in the Army, younger children, and children with "lower-ability" parents.[67] Research on post-high school graduation finds positive effects associated with the experience of studying in an overseas school compared to civilian peers in the United States.[68] Additionally, research conducted during the 1980s found that adolescents in military families scored higher than civilian peers on a self-image questionnaire, impulse control, and the Vocational-Educational Goals scale.[69] Unfortunately, very little current research has been done to determine whether these findings persist today.

> *"The schools—to have elementary schools on post [is a positive aspect of Army life]. . . . Off-post schools don't stress diversity. [Our] kids need to be used to moving and the diversity that you can find in certain areas. My daughter, when she leaves [this post], there's something that her school gave her: being open-minded."*
>
> —Spouse of senior enlisted Soldier, 2006
> *Qualitative Follow-Up to the 2004/2005 Survey of Army Families*

The education of U.S. military children in foreign countries overseas is a primary responsibility of the U.S. Department of Defense Education Activity (DoDEA). As of 2003, DoDEA employed 8,785 teachers around the globe in 222 public and fully accredited schools in 20 districts located in 13 foreign countries, 7 states, Guam, and Puerto Rico.[70] Research has found that **Army parents value the quality of education provided by DoDEA schools.**[71] Additionally, many military parents hold certain expectations for the civilian educators of their children including a positive view of the military; being sensitive to the social circumstances of their children and adolescents; and the ability to form educational partnerships through communicating with Soldiers, families, military leaders, and students.[72]

The Military Child Education Coalition (MCEC) is currently working to establish such partnerships to help create a smoother educational transition experience for the highly mobile children of military families. MCEC is a worldwide, nonprofit organization that seeks to increase awareness of the unique challenges that military children experience due to frequent moves, deployment of a parent, and variation across school systems in academic standards and requirements. To help level the educational playing field for children in military families, MCEC has developed information to support transitioning students, established an alliance of school districts to promote information sharing, examined potential sources of funding to maintain the alliance, and recommended steps that installations can take to help local school districts support the educational needs of military children. Many of these needs, and potential solutions to address them, are documented in the Secondary Education Transition Study (SETS), prepared by MCEC for the Army. To date, more than 100,000 SETS reports have been distributed around the globe.[73]

Behavioral Expectations

As noted in chapter 2, being part of a military family occasionally means having to deal with certain behavioral expectations, and these can affect children as well as Army spouses. There is limited research in this area and on the topic of how growing up in an organizational and cultural setting where masculinity is strongly emphasized might affect the development of female children in military families. In one study from the early 1990s, military children referred to a military psychiatric clinic were compared to a group of military children not referred. For children in the referred group, much of the psychological stress associated with the behavioral expectations they experienced came from their parents; in other words, their stress was more strongly connected to the psychological functioning of their parents, when compared to the comparison group.[74]

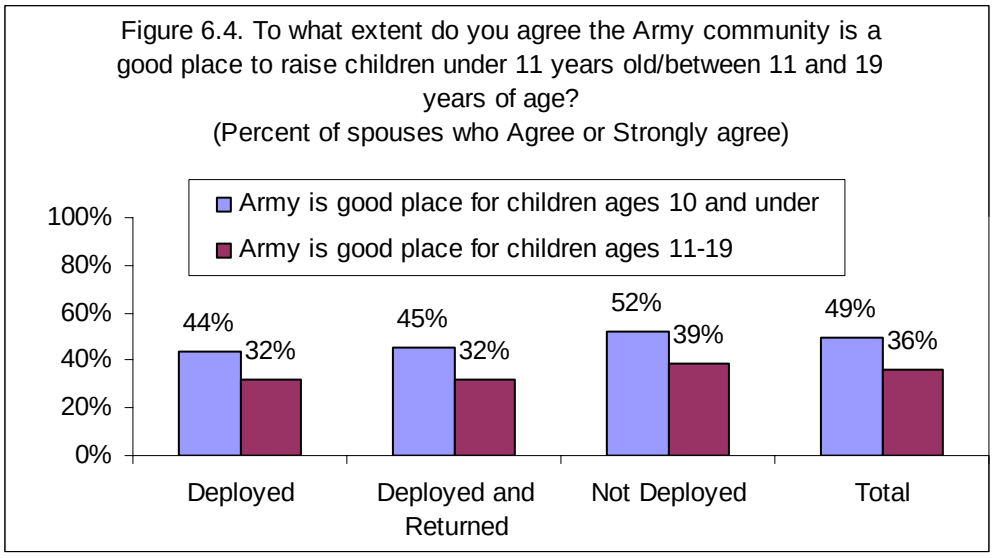
The delay of a transition to adulthood is sometimes problematic for children raised in Army families—particularly those overseas—as many must postpone returning to the United States or the state of residence until their Soldier parent completes his or her tour.[75] Interventions for adolescents, especially therapeutic interventions aimed at mitigating the effects of loss of friendships or other life changes, may be helpful, especially with the added context of parental retirement.[76] Reflecting on growing up, adult children from military families find political conflicts with the military and the masculine-dominated culture the least stressful demand; however, they rank **transitions to civilian life and constraints imposed on their behavior as considerably more stressful.**[77]

3. Links Between Children's Issues and Organizational Outcomes

The relationship between Army children and organizational outcomes is complex and not frequently studied. As a result of the Army Family Research Program (AFRP) in the 1980s, there is evidence that **spouse satisfaction with Army life and spouse support for the Soldier's military career—which are related to Soldier retention—are affected by whether spouses believe Army leaders care about families, including children.**[78] An example of leader recognition and support for families and children is the granting of time off for Soldiers to attend children's activities. Other research conducted during the AFRP found that the presence of children was associated with higher retention among male Soldiers, and the average number of

dependent children that unit personnel had was positively related to unit readiness, though the reason for this is unclear.[79]

What is clearer is that for spouses with children, their satisfaction with life in the Army is related to their perceptions about the Army as an environment to raise children.[80] Recent research indicates that **less than half of Army parents consider the Army a good place to raise children, and about half of parents are satisfied with available child and youth programs.**[81] Data from the 2004/2005 *SAF* indicate that spouses' views about the Army as a good environment for children vary by the deployment status of the Soldier and by the age group of the children being considered (see Figure 6.4). For example, spouses of nondeployed Soldiers are more likely than spouses of deployed Soldiers to agree that the Army is a good place to raise children. Additionally, **spouses are more likely to agree that the Army community is a good place to raise younger children than adolescents.**[82] This finding persists regardless of the deployment status of the Soldier.



Source: 2004/2005 *Survey of Army Families*, U.S Army CFSC

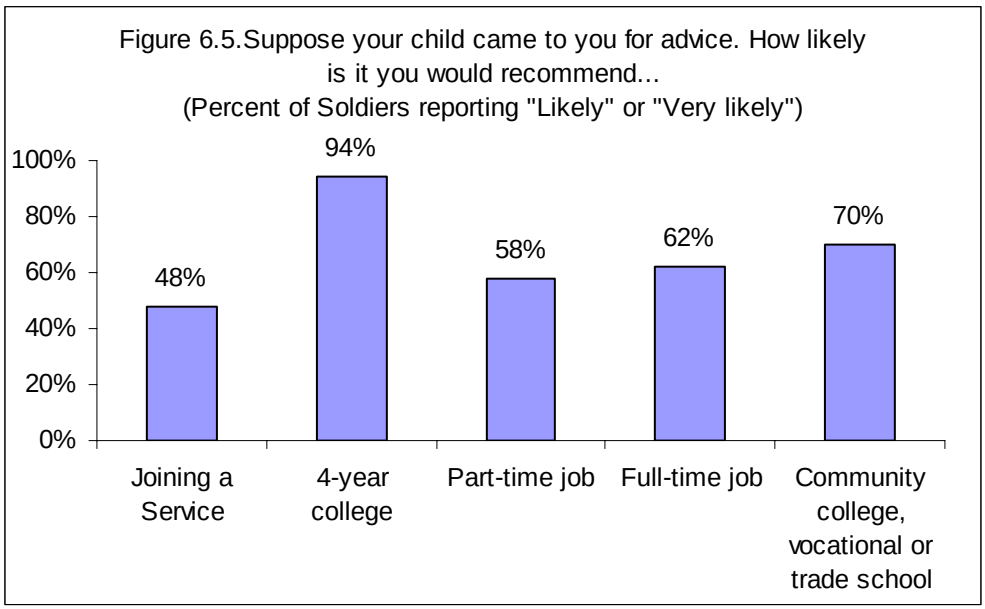
4. Popular Representations of Children in Army Families

Popular books and magazine articles about Army children have appeared with increasing frequency in the past 10 years.[83] Alongside these writings has been an emergence of informal traditional and online associations serving as forums for the shared experience of "growing up Army."[84] **A common theme among the books, Web sites, and associations is a perception among the writers and members that the experience of being a military child is unique—and positive—compared to nonmilitary raised peers.**[85] Research by military researchers confirms the perception and shows the military family and community to be a positive environment in which to raise children.[86] **In contrast, popular films collectively portray the experiences of children, adolescents, and adults from military families negatively.**[87] Collectively, the films portray the demands of growing up military in an unbalanced and often stereotypical manner. The featured themes include intergenerational military occupational linkages, social deviance, precociousness, social mobility, youth romance, and parent-child conflicts.

5. "Endo-Recruitment": Soldiers Making Soldiers

In the 1980s, enlistment and commissioning from career military families was the largest occupational pool for recruitment.[88] More recently, individuals from military families were more strongly represented among a 2006 sample of Reserve Officers' Training Corps (ROTC) cadets (29%) and U.S. Military Academy cadets (21%) than a comparable sample of civilian undergraduate students (13%).[89] **Retention of officers, however, does not appear to be linked to family military background.**[90] Other data suggest that marriage of daughters of career military members to active Service members may be on the rise[91] and that there has been an increase in the proportion of civilian wives of military men who are military veterans. These veteran wives, like the daughters of career Service members, are more likely to understand and be sympathetic about their husbands' jobs than those without military or military family experience.

In 2003, Soldiers were asked how they would respond to a child who asked for career advice. Most Soldiers reported they would be likely to advise them to attend a 4-year college (94%), a community college or vocational or trade school (70%), and/or get a full- or part-time job (62% and 58%, respectively) (see Figure 6-5). In contrast, less than one-half of Soldier parents (48%) would be likely to recommend that their child join the armed forces.[92]



Source: *March 2003 Status of Forces Survey of Active-Duty Personnel*, DMDC

6. Other Military Services

There is little consistency in research across U.S. Service branches in the issues studied, making comparisons difficult. For example, an Air Force study shows military boys have higher self-esteem compared to civilians and military girls,[93] but there is no comparable study for the Army. Children of female Air Force veterans appear to have short-term but no long-term adjustment problems.[94] **Predictors of children's adjustment problems at the time of the First Gulf War included parents' difficulty finding child care, the Soldier being deployed to a war zone, and the degree of change in the children's lives.** In a separate study, Air Force female Gulf War veterans' attrition was most related to giving birth some time between the

beginning of the war and the survey, greater financial problems, and negative attitudes toward Air Force service following their Gulf War experience.[95] Other research on children shows active-duty single Navy mothers reported more separation anxiety, less family cohesiveness, and less family organization than did married mothers during a deployment.[96] Other militaries such as those of Canada[97] and Norway[98] have conducted research, but there is no comprehensive research protocol in those nations. While the U.S. Services differ (e.g., nature of deployments), continued **systematic research is needed on military children and adolescents and adults raised in military families.**

7. Summary

Despite common stereotypes of the past, research has shown that children from military families do not manifest psychological or behavioral problems at rates different from their peers from civilian families. However, children in military families—like their parents—must adapt to a number of stressors of Army life, including deployments, separations, and geographic mobility. Data collected during past and current military operations show that deployments affect Army children by generating fear and concern for the well-being of the deployed parent and sadness over their absence, but most Army spouses report that their children have coped moderately to very well with their Soldier parent's deployment. Parents' reactions to deployment and separation have the strongest effect on children's adjustment to deployment, but use of Army programs and the age of the child also influence their level of adjustment. Specifically, younger children tend to experience more adjustment problems than their older peers.

Frequent relocation is a source of stress for children in Army families. As with other demands such as deployment and other family separations, parents' responses to PCS moves affect their children's ability to adapt to them. Unlike the case of separation, however, frequent relocation is less stressful for younger children than for adolescents, who often experience problems with social adjustments and falling behind in school. While moving around may make it difficult to maintain a consistent education over the course of a child's school-age years, research shows that military children perform better than their counterparts in civilian families on measures of academic achievement. Living overseas is associated with both negative and positive outcomes, but adults who grew up in military families tend to describe their experiences living overseas in very positive terms.

Children's issues have a number of indirect linkages to Army organizational outcomes. For example, the presence of children in military families can be positive for the Army in two ways. First, research indicates that spouses who perceive that the Army is a good place to raise children are more likely to support the Army careers of Soldiers. This finding makes it important for Army leaders at all levels to act in ways that create a family-friendly climate in units and Army communities, and for policymakers to continue to emphasize programs and services that help Army parents and children successfully adapt to the demands of Army life. Secondly, children from military families have traditionally been a significant source of recruits, joining at higher rates than their counterparts who grew up in civilian families. This is an additional factor that would suggest the Army must do all it can to create a supportive, nurturing atmosphere for children and adolescents in Army families.

8. Recommendations

- Continue to monitor Army demographics for changing Army family types and the presence of children and their associated needs.

- Continue to address issues surrounding the availability and affordability of child care, including ensuring adequate slots for Army children at installation facilities for both general daycare needs and respite care for spouses of deployed Soldiers.

- Aggressively market and promote initiatives, such as Operation: Military Child Care, that provide Army families living off post with subsidies for civilian child care during deployments.

- Ensure that support resources are available to Army parents and children in families of all types (e.g., dual-military families, single parent families).

- Reinforce among Army leaders at all levels the links between spouses' views about the Army as an environment to raise children, Soldier and spouse satisfaction with Army life, and Soldiers' career intentions.

- Continue to educate Army leaders on the importance of creating a family-friendly environment for retention, morale, and readiness.

- Continue to monitor and address Army children with special and unique needs.

- Ensure that Army service providers and program staff remain aware of, and focus on, the different developmental stages of Army children and their needs and vulnerabilities at each stage.

- Partner with schools to provide services and support for children with deployed parent(s), especially those injured or killed. Also, continue to encourage educators (e.g., teachers, principals) who serve children of Army families to enhance their knowledge about what Army children experience.

- Ensure that activities for military children include those of interest to both boys and girls.

- Educate parents on preparing their children for PCS moves in the United States and abroad.

- Encourage parents to take full advantage of overseas living, which can have lasting positive influences on children and adolescents.

- Ensure that children, adolescents, and adult children are able to maintain frequent, quality communication with a deployed parent.

- Provide scholarships and financial incentives to children of Army personnel attending military academies and ROTC programs.

- Continue to monitor the well-being of children in at-risk families (e.g., junior enlisted families living off post).

- Encourage support groups for adult children of Army families.

CHAPTER 7: INFORMAL AND FORMAL SOCIAL SUPPORT OF ARMY FAMILIES

Questions addressed in this chapter:

How is social support for Army families defined?

What are the important components of social support for Soldiers and their families?

What are the important characteristics of the Army's informal and formal social support systems?

What is the role of information technologies in social support for Soldiers and their families?

What is special about social support in the Reserve Component (RC)?

What are the major challenges in building and sustaining the Army's informal and formal social support systems for the 21st century?

1. Introduction

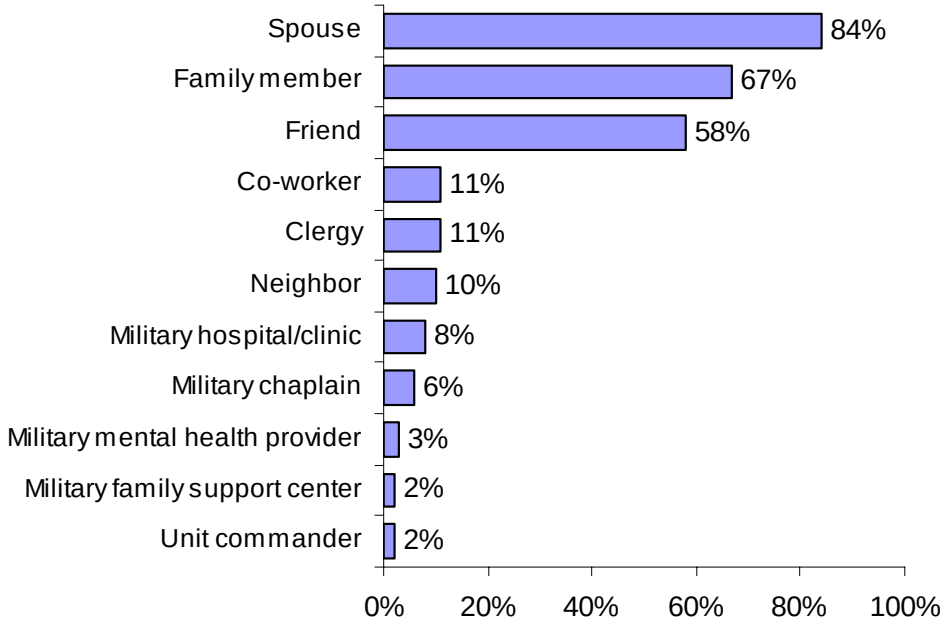
The Army has developed a vast array of formal support programs to help families deal with life in the military, both on a daily basis and when they are facing military-unique challenges such as deployments. This chapter describes the types and sources of social support currently available to Soldiers and their families and presents research on families' awareness of, use of, and satisfaction with, the Army's support programs and services. This chapter also emphasizes the importance of informal social support and the role that the Army's formal programs play in facilitating this type of support.

2. Defining and Understanding Informal and Formal Social Support

The term *social support* refers to the relationships that individuals have with other people and groups from which they derive help and assistance and through which they fulfill certain social, emotional, and material needs. **Social support plays an important role in well-being, both directly and indirectly through its effect in preventing, moderating, or helping people to cope with stress.** Social support can be drawn from multiple sources, including networks of friends, family, supervisors, coworkers, neighbors, and voluntary associations. Social support typically involves giving and receiving actual help from others, and it also derives from the belief that help is available from others if one needs it. **The perception that help is available is a source of psychological well-being, just as being involved in caring interpersonal relationships is rewarding in itself.** The types of assistance received can be instrumental or expressive; that is, support can involve tangible goods, help with tasks, or help with emotional needs. Social support may be seen as actions or knowledge that leads individuals to believe that they are (1) cared for and loved, (2) esteemed and valued, and (3) belong to networks of communication and mutual obligation.[1]

Social support can be informal or formal. Though both informal and formal support are important, in times of need, people, including Army family members, tend to turn first to informal support (see Figure 7.1).[2] It is only if they lack sufficient informal support or the informal support does not alleviate the stress that they seek formal support. *Informal social support* for Army families typically derives from relationships between the Soldier and spouse, extended family members, friends, other unit members and their families, and neighbors. *Formal social support* for Army families derives from participation in and use of unit, installation, and civilian community-based resources designed to promote well-being and offer necessary intervention services.

Figure 7.1. Who do you turn to, or where do you go for help with a personal or a family problem? (Percent of Army spouses choosing each)



Source: *1999 Survey of Spouses of Active Duty Personnel*, Defense Manpower Data Center (DMDC)

An individual's connection to an accessible, responsive, and capable social support network is important to his or her physical, psychological, and social well-being across all phases of life. This is notably true when facing important life challenges, as is often the case for Soldiers and their families. An informal social network—such as that represented by immediate and extended family, friends, neighbors, and coworkers—typically represents the first line of protection when life challenges seem overwhelming.[3] Although the Internet is relatively new, it also represents a potentially powerful source for various kinds of social support. Like many civilian families, **many Army family members give and receive informal social support from their linkage to virtual communities, with relationships developed and/or sustained on the Internet and via e-mail.** There are many formal military and civilian Web portals that organize information and simplify access to assistance, both Internet-based and in person.

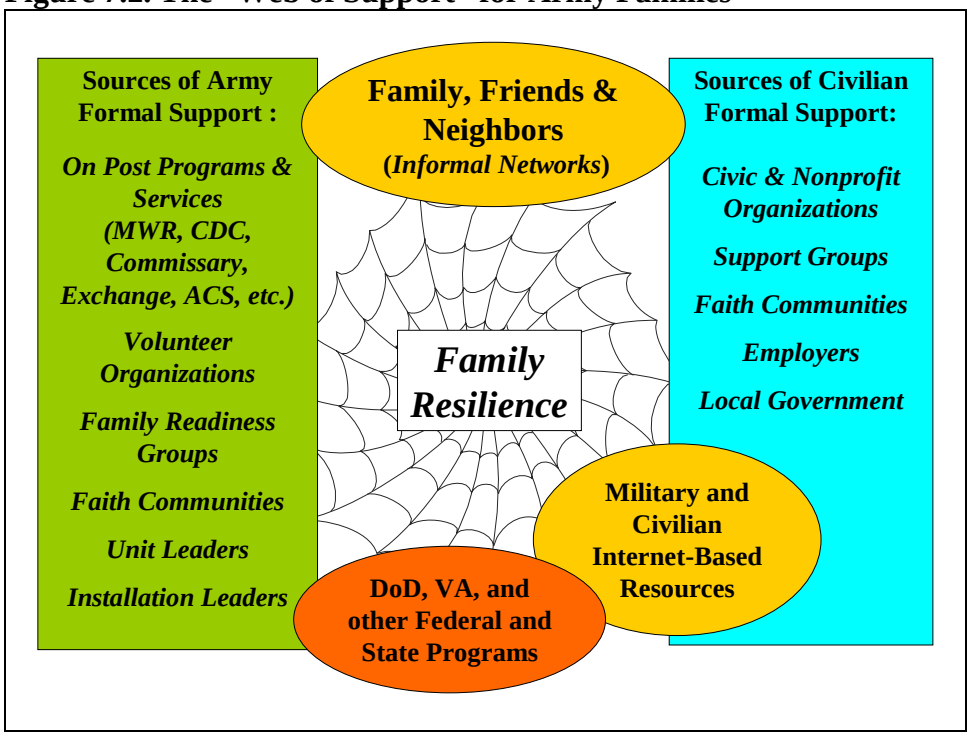
In summary, **social support is an essential ingredient for maintaining well-being and adjusting to the demands of Army life** such as deployment separations (see chapter 3), relocation, and living in foreign countries (see chapter 2). In particular, preparing for,

experiencing, and readjusting after family separation represent challenges for nearly all military families. For certain kinds of families (e.g., younger spouses and children, families of junior enlisted personnel, Reserve Component [RC] families), these experiences can be unusually stressful. Developing resilient families, sustaining spouses and children through deployments, facilitating family reunion, and enabling Soldiers and their families to meet all the challenges of Army life require a robust and extensive network of informal and formal social support. The elements of such a network are described briefly in the following paragraphs.

3. Elements of an Effective Network of Social Support for Army Families

Ideally, a robust social support network for Army families includes informal relationships as well as formal support systems and includes links to the civilian community. This idea is perhaps best represented by the metaphor of a "web of support" (see Figure 7.2) linking each of these elements together to build overall resiliency and to help Army families successfully cope with, and adapt to, Army and life demands.[4]

Figure 7.2. The "Web of Support" for Army Families



Because individuals tend to first turn to informal support in times of need, this topic is covered first and is followed by a description of the Army's formal support programs, services, and initiatives. Methods for leveraging these systems to enhance informal social support for Soldiers and their families are also discussed.

4. Informal Support for Army Families

The informal support network for Army family members can consist of their spouse, extended family members, neighbors, friends (potentially including members of the Soldier's unit and their spouses), and others. Army leaders, especially in their unit, may also serve as

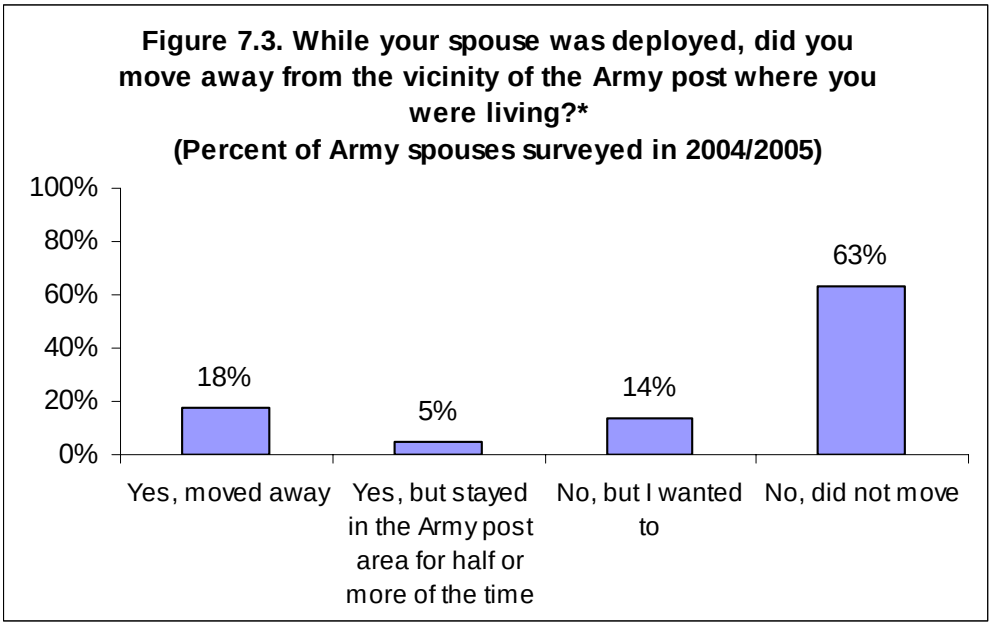
informal sources of support. Indeed, unit support often bridges the line between informal and formal support. These sources of informal support are discussed in the following paragraphs.

Marriage

A strong and satisfying marriage is an important source of social support and well-being. Research within the civilian sphere finds that **married individuals typically look to their spouse as their primary source of support,** and this appears to be true for Soldiers and their spouses as well.[5] For most, the importance of the spousal relationship is one of the major reasons why duty-related separations are so difficult. Even long work hours can be a source of stress because of the absence from one's spouse (see chapter 3). **Relying exclusively on one's spouse for emotional support can make individuals very vulnerable during separations.**[6] This is one reason both Soldiers and their spouses need a robust network of support that extends beyond just the spouse.

Extended Family Members

Extended family members provide an important source of social support for many people. These family members include parents, grandparents, siblings, aunts, uncles, and cousins. For example, many young Army spouses elect to move back home to live with extended family during deployments to receive help with raising children, be close to relatives, and other reasons. For some spouses, however, moving to be close to extended family is not a viable option (see Figure 7.3).[7] Still others find that when they visit their extended families when their Soldier is deployed, their families do not understand their Army lifestyle.[8] **Support from extended family members can be complicated by distance**—both the physical distance associated with the dispersion of military families on posts in the United States or overseas and the social-psychological distance of time away from one another.



Source: 2004/2005 *Survey of Army Families*, U.S. Army Community and Family Support Center (CFSC)
*Among spouses with recent deployment experience

Friends

Friends are important sources of social support. Research has shown that having even one close friend and confidant can ease the burden of life's stresses.[9] In the Active Component (AC), Soldiers and their spouses are often separated from the friends they made before their Army life; thus, they must find friends among those around them. For most Soldiers, the military unit serves as the major source of peer support and friendships. The unit can also serve as a source for spouses to meet and become friends with spouses of other Soldiers in the unit. For many members and families, the Soldier's unit represents their primary social address.[10] When present, **unit-based relationships are powerful buffers for managing the many stresses associated with military family life,** and they are critical during periods when the Soldier is away.[11]

> *"My battle buddies [helped me through the deployment]. I had a girlfriend ready all the time to come over and eat or watch a movie or just talk. . . . It meant everything."*
>
> —Army officer's spouse, interviewed in 2004 on the topic of support during deployment

Spouses can also find friends among those with whom they work or with whom they share leisure activity interests. **One of the benefits of having recreational facilities on post is the opportunity for Army family members to meet others with whom they share common interests and characteristics (e.g., fellow spouses) and can develop support networks.**[12]

Neighbors

Support from neighbors is important for the well-being of many Army families. This is one of the benefits often cited by Army spouses of living on post or in civilian neighborhoods that have a high density of military families.[13] These military-friendly neighborhoods and communities are likely to be locations where informal support is available to Soldiers and spouses, especially during deployments. Further, most spouses say friends and neighbors are their primary source of information about formal Army family programs and services, a finding that demonstrates the important linkage between informal and formal support.[14] For those new to an installation, friends and neighbors also provide an important source of information about local civilian community services and programs such as schools, places of worship, and daily life consumer needs.

As noted in chapter 4, Army National Guard (ARNG) and U.S. Army Reserve (USAR) families are civilian community members before, during, and after any mobilization. This facilitates their ability to get social support from their extended family members and neighbors. However, family members of RC Soldiers may lack the military identity that AC families have. In addition, RC families' civilian friends and neighbors are less familiar with the military lifestyle and are less able to provide valuable advice and assistance that comes from having experienced mobilization and deployment themselves. Encouragingly, family members in both components—including those who are geographically distant from Army communities—are able to take advantage of support resources provided via the Internet, such as the virtual Family Readiness Group (FRG) described later in this chapter.

Army Families Can Vary in Their Social Support Needs

As noted in chapter 5, the relationships between Soldiers' and families' demographic and background characteristics, their experience with various Army demands, their use and access to social support, and their overall well-being are complex. In terms of social support, it is rarely true that one size fits all. For example, Army families may have different social support needs depending on their age, experience, parental status, and in terms of what their Soldier does in his or her Army job. **These categories and others interact to create subgroups of military families, many with unique strengths and needs.**

Research suggests that certain categories of Army families experience greater needs for specific kinds of social support. For example, Soldiers and spouses who are new to Army life are likely to need more support than those who have had more experience. Young enlisted families and others with limited financial resources are at greater risk for problems and need more support. Other factors that are likely to lead to support needs that are greater—or just different—include having an exceptional family member or elderly dependent family member, being a single parent, having many children or very young children, having a male civilian husband, being in a dual-military marriage, being in a career field that deploys frequently, and having a spouse who is having difficulty finding employment. Much of what is known about the formal support resources available to meet the needs of these families is discussed in this chapter (also see chapters 3 and 5).

5. Formal Support Services in the Army

Historically, a number of factors—including geographic isolation from civilian communities, frequent moving, long-term separation of military families from their extended family and friends, and lengthy Service member absences from home—led the military to establish a wide range of installation-based support services and facilities. Many of these—such as the commissary, post-exchange, military hospitals and clinics, chapels, and recreational facilities—can be found at nearly every large post, giving installations the feel of a "company town."[15] Not surprisingly, Service members and their families have come to consider many of these programs, services, and facilities a standard part of their military benefits. In addition to these categories of services and facilities, many others—such as programs for single parents and marriage enrichment initiatives to facilitate successful postdeployment reunion—have developed in direct response to current mobilizations and wartime deployments, or as a result of ongoing Army transformation. Still others, such as support programs for new parents and domestic violence prevention programs, have emerged based on new knowledge gained in the human services fields or through the implementation of congressional or Department of Defense (DoD) directives.[16]

Though they represent only one aspect of the web of support, Army-sponsored programs and support services fill a critical need for Army families. This section describes some of these formal programs and, when available, presents research data on Army families' use of, and satisfaction with, each.

In assessing formal support programs, there are several points to keep in mind. First, as noted earlier, **one of the functions of formal services is providing opportunities for Soldiers and**

their families to develop informal support networks. Thus, the activities of community agencies and installation leaders should focus on ways that the formal support network can develop and enhance family members' informal networks, especially relationships among other spouses and between family members within the same unit.[17]

Second, **while some programs are intended to reach a large proportion of Army families, others are designed to meet the needs of families with certain characteristics.** This distinction between "general" and "targeted" services has been made in the past,[18] and it continues to be important because there are differences in the awareness and usage rates for programs in each of these two categories. As noted in the original *What We Know About Army Families*, "awareness and use of programs is uneven and those at greatest risk for experiencing family problems, junior enlisted families, are least likely to be aware of the plethora of support services available to them."[19] Thus, it is important to determine whether targeted populations are aware of, have access to, are willing to use, make use of, are satisfied with, and ultimately benefit from the programs intended for them.

Third, **it is neither possible nor desirable to cover all Army programs.** There are many sources of information that describe and evaluate individual programs in detail.[20] This section briefly covers some of the most important social support programs. Installation-wide programs are covered first, including Army Community Service (ACS), Army Family Action Plan (AFAP), Army Family Team Building (AFTB), child care programs, youth programs, Army Family Advocacy Program (FAP), New Parent Support Program, marriage enrichment programs, Exceptional Family Member Program (EFMP), casualty programs, and others. Next, unit-based support groups are covered, including the FRG. The role of the Internet in providing support, both informal and formal, is also discussed.

Army Community Service (ACS)

The organizational centerpiece for Army family support is the ACS program. Established in 1965, **the mission of ACS is to assist commanders in maintaining individual, family, and community readiness.** Varied support services are provided under the ACS umbrella for Soldiers, family members, and eligible civilian employees and retirees. ACS family program support services include Deployment Readiness, Financial Readiness, Army Volunteer Center Activities, Relocation Readiness, Military Spouse Corporate Employment Opportunities, AFAP, AFTB, FAP, and the EFMP (several of these programs are also discussed in this chapter). **ACS represents the cornerstone for ongoing installation-level Army family support efforts and has historically been a leader in providing linkages to innovative family support resources for unit leaders, Soldiers, and family members.**[21]

Data from the 2004/2005 *Survey of Army Families (SAF)* indicate that when asked to consider ACS overall, one-half (50%) of spouses had used ACS, and of these, more than two-thirds (68%) were satisfied. Among spouses who had recently experienced a deployment, about one-fourth (24%) reported using ACS as a deployment support resource. Of these spouses, more than two-thirds (68%) reported ACS was somewhat helpful or very helpful during their Soldier's deployment.[22]

Data from the Army's 2005 *Leisure Needs Survey (LNS)* indicate that **the majority of surveyed spouses are aware of key ACS programs, and of those who are aware, most consider the programs beneficial** (see Table 7.1).[23]

Table 7.1. **Army Spouses' Awareness and Ratings of Key ACS Programs***

ACS Program	% Aware	% Beneficial
Family Readiness Groups (FRGs)/deployment briefings/reunion briefings	76%	85%
Relocation Readiness Program	72%	92%
Family Advocacy Program (FAP)	68%	82%
Employment Readiness Program	58%	74%
Exceptional Family Member Program (EFMP)	64%	80%
Army Family Team Building (AFTB)	55%	84%
Army Family Action Plan (AFAP)	41%	83%

Source: *2005 Army Leisure Needs Survey*, U.S. Army CFSC
*Question wording: "Mark which of the following programs you are aware of and if they were beneficial."

Army Family Action Plan (AFAP)

The AFAP program, developed in 1983 in response to grassroots action, provides a process for Soldiers and family members to voice concerns about issues that affect families and to offer recommendations to Army leaders.[24] Soldiers and spouses in all components (including retirees and Army civilians) are invited to participate in the annual AFAP. Issues are usually solicited directly from participants at installations; major Army commands; and Headquarters, Department of the Army (HQDA) and are reported to Army leaders for possible local and/or Army-wide resolution. **The AFAP has helped to highlight family member concerns related to child care, youth programs, dependent education, and spouse employment, and it has resulted in changes to legislation, policies, and regulations, as well as program improvements.** For example, AFAP played a role in the creation of the AFTB program (discussed in the following section).

As shown in Table 7.1, data from the 2005 *LNS* indicate that about two-fifths (41%) of Army spouses were aware of the AFAP, and of these, 83% considered the program beneficial. A separate study that collected data in 2003 and 2004 from approximately 200 Army spouses at several different installations found that while 59% of spouses were aware of the AFAP and the associated planning program, only 14% actually participated. The highest percentage participating was among E5–E9 spouses (22%), and the lowest participation was among E1–E4 spouses (3%), with officer spouses in between (13%).[25] Sustaining family well-being, given current and future Army operational requirements, necessitates continued emphasis on the issues raised in AFAP forums, including child and spouse education, spouse employment, financial compensation, housing, and health care.

Army Family Team Building (AFTB)

The AFTB program aims to educate Army spouses and develop their skills to strengthen their self-reliance, enhance their personal readiness, and promote the retention of their Soldiers. Training is offered through a series of modules that can be taken in a

classroom setting or online. Many Army installation Web sites offer links to the AFTB program training materials.[26]

An assessment of the AFTB program, based on data collected at 16 Army installations both within the United States and overseas, was conducted from 2001 to 2002. Findings were organized around the broad topics of program implementation, marketing, organizational support and outcomes, and included the following:

- Most AFTB programs are well supported by Garrison Commanders, who provide resources, facilities, and access to installation marketing venues.

- Tactical Commanders were generally seen by AFTB participants as less supportive of AFTB, although some were known to offer incentives to Soldiers who participate in AFTB with their spouses.

- AFTB, like other Army family support programs, faces many challenges with respect to marketing the program to potential participants, including:

  - Soldiers tend not to be an effective conduit of information about AFTB to spouses.

  - Misconceptions exist among some Army spouses that AFTB is "only for officers' wives" or that it is "the Army teaching you how to be a family."

  - Junior enlisted spouses were seen as the hardest group to reach but the most in need of AFTB training.

In terms of program outcomes, there was consensus among most of the 736 AFTB participants, trainers, and Soldiers interviewed that **AFTB participation increases spouses' familiarity with the Army and their ability to access resources, establishes a more realistic set of expectations of Army life, enhances spouses' friendship networks and sense of belonging, and increases spouse self-sufficiency.**[27]

> *"I wish that when I started out as an Army spouse I had had AFTB. I was so lost. My husband was deployed twice before I took the program. I look at what I have learned . . . and I know how much I could have used it then. If he's deployed again, I'll know how to cope and be a leader for others."*
>
> — Army spouse, *2001–2002 Assessment of Army Family Team Building*

Despite the benefits of participation articulated by participants and other stakeholders, **the large majority of Army spouses do not participate in AFTB.** For example, data from the 2001 *SAF* indicated that more than half (61%) of spouses had not heard about AFTB, and of those that had, slightly less than one-half (45%) reported participating.[28] Similarly, data from the 2005 *LNS* indicated that only about half (55%) of spouses were familiar with the program, although 84% of those who were familiar with it considered it beneficial.[29] Most recently, data from the 2004/2005 *SAF* suggest that only about 20% of current Army spouses have participated in AFTB training. Half of those with AFTB experience, however, report it has been effective in helping them or their families adjust to Army life.[30]

Army Child and Youth Services: Child Care and Youth Programs

Child Care

The Military Child Care Act of 1989 prompted impressive improvements in Army child care,[31] and today's military child care system has been recognized by independent experts as the national model for affordable, professional child care.[32] For example, virtually all military Child Development Centers (CDCs) are accredited by the National Association for the Education of Young Children (NAEYC), compared to only 8% of civilian child care centers.[33] Further, annual child care fees for Army families using CDCs are roughly 25% lower than what a civilian family would typically pay at a comparable civilian facility.[34] According to data from the 2005 *LNS*, more than one-half (52%) of Army spouses need or expect to use child care or youth programs for their children, and nearly three-fourths (72%) consider the CDC one of the top facilities to have on an Army installation.[35]

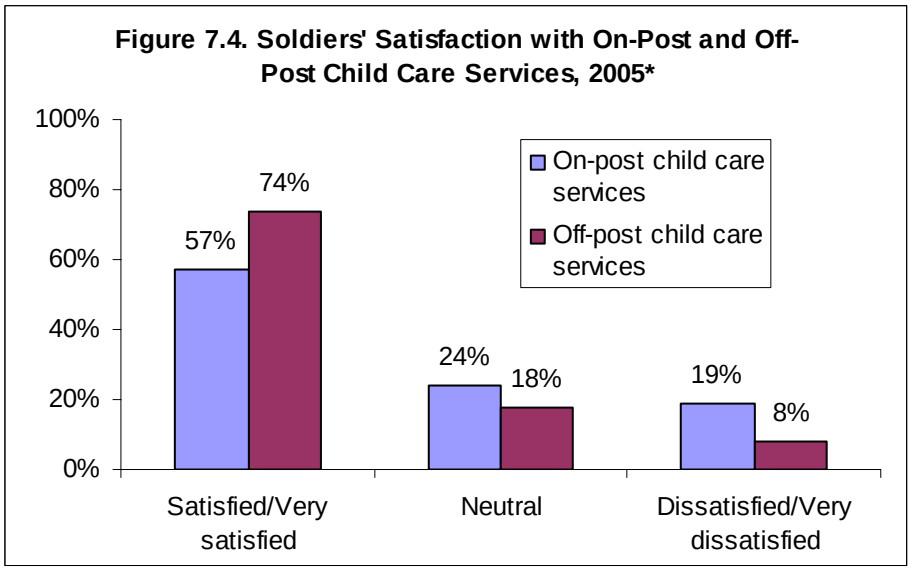
Although the military operates the largest employer-sponsored child care program in the country (serving more than 200,000 children per day in over 300 locations), **overall demand for available child care spaces exceeds the supply.**[36] For example, in 2000, the military met 58% of the need for child care across all Service branches, including 64,624 spaces for children of Army personnel (38% of the DoD system and the largest allocation to any single branch).[37] Based on a revised formula for calculating child care needs, the DoD estimated in 2004 that 65% of the need for child care spaces across all Services was being met, with a goal of 80% by 2007.[38]

Since the beginning of the Global War on Terrorism (GWOT), the Army has substantially increased its child care support for families. More than 1 million hours of new services—including supplemental care during predeployment, extended-duty care and respite care for the "suddenly single" custodial parent, reduced fees for deployed Soldiers, hourly care during the reunion period, and onsite group care during FRG meetings—have been provided since 2001.[39] The Army is also the lead Service for Operation: Military Child Care, a DoD initiative to support the needs of geographically dispersed military parents—both active duty and RC—while Soldiers are deployed. These services are outsourced through a national nonprofit organization, the National Association of Child Care Resource and Referral Agencies, which helps parents and guardians locate child care at reduced rates in their own communities when they are unable to access installation-based care. Fee reductions vary based on geographic location, total family income, and age of the children.[40]

Despite the substantial commitment of DoD and Army resources toward ensuring that military families' needs for child care are met, **military families continue to be challenged by issues of availability and cost of child care.**[41] For example, a 2005 study found that single-earner military families (single or married) in civilian housing (including some junior officers) with children younger than 6 years were at risk for not being able to meet child care expenses. Living in military housing reduced their risk, and overall, single-earner military families tended to fare better than their civilian peers with similar characteristics. Factors that can negatively affect families' ability to meet their child care expenses include their own personal debt, civilian housing costs (for those living in civilian quarters), transportation costs, and gradual increases in the proportion of Service members who do not qualify for waivers or subsidies for their military child care fees.[42]

In 2004, one-fifth (20%) of enlisted Soldiers and more than one-third (37%) of Army officers reported that they pay $500 or more per month for child care.[43] In a recent DoD survey, **about one-fourth (24%) of enlisted Soldiers reported missing 9 or more days in the past 12 months due to a lack of child care, and nearly one-third (30%) reported a lack of child care arrangements that meet the demands of their work schedules.**[44] These factors make the availability of affordable, accessible child care a personnel readiness issue.[45]

As noted in chapter 2, most Army families live off post, and so it is not surprising that **most Army parents use off-post child care.** In 2004, for example, Soldiers were twice as likely to report using off-post providers to meet their day-to-day child care needs.[46] However, if given their preference, more Soldiers prefer on-post child care centers (27%) than any other category, including a friend or relative (23%) or an off-post center (19%). Among actual users, however, satisfaction rates are higher for off-post child care (74%) than for on-post child care (57%; see Figure 7.4).[47]



Source: March 2005 *Status of Forces Survey,* DMDC
*Among Soldiers who have children and who have used the service

Army spouses are mixed in terms of their satisfaction with the cost and availability of child care, but most are satisfied with their installation's CDC. According to data from the 2004/2005 *SAF*, spouses are slightly more satisfied with availability than cost (see Table 7.2).[48] Data from the 2005 *LNS* indicate that of the 18% of Army spouses who have used their installation's CDC in the past 12 months, almost four-fifths (79%) are satisfied with the facility.[49]

Table 7.2. **Spouses' Satisfaction With Child Care and Their Installation's CDC***

	Satisfied/ Very Satisfied	Neutral	Dissatisfied/ Very Dissatisfied
Availability of child care	42%	25%	33%
Affordable child care	33%	25%	42%
Child Development Center (CDC)	79%	8%	14%

Sources: 2004/2005 *Survey of Army Families* and the 2005 *Leisure Needs Survey*, U.S. Army CFSC
*Totals may not sum to 100 due to rounding.

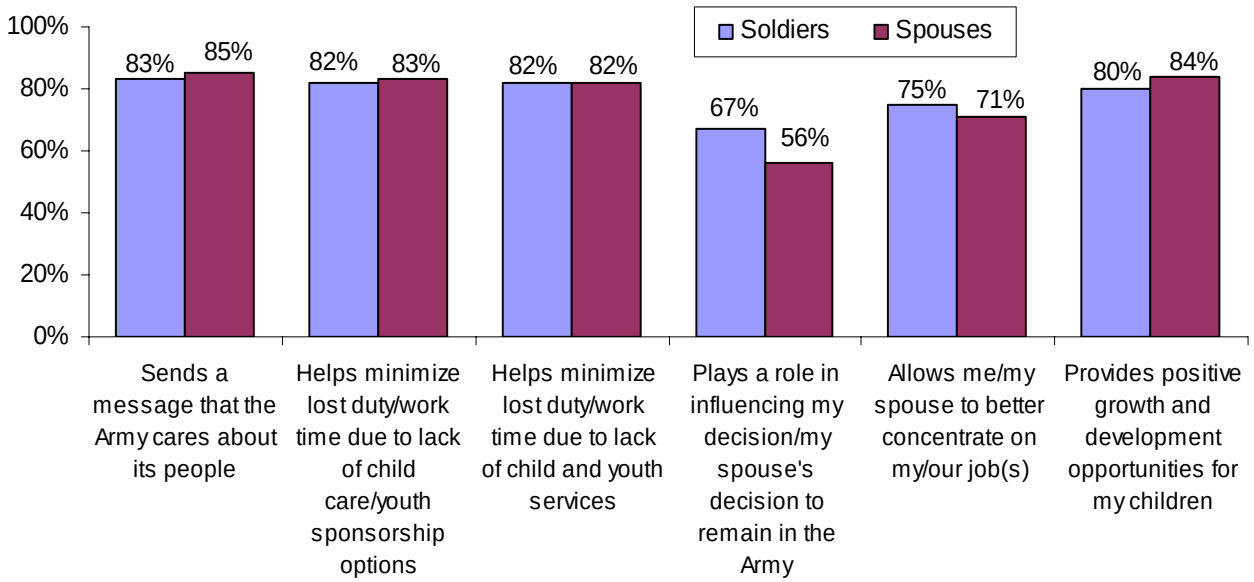
Youth Programs

In 1968, the Army established a Youth Activities Program,[50] and numerous initiatives have followed that provide support for children growing up in Army families. These services, targeted to youth ages 12 to 18 years, include before- and after-school programs, summer camps, recreation activities, and teen centers. The Army has the largest number of installations with youth programs across the Services (109 installations in 2000, including those within and outside of the continental United States).[51] In 2000, of 474 DoD youth facilities, 36% were Army facilities. Also, nearly half of Army posts with youth programs have formed affiliations with the Boys and Girls Club of America, which gives military youth access to these national programs and allows military youth program staff to receive assistance and training from Boys and Girls Club staff.

Data from the 2004/2005 *SAF* indicate that about one-fourth (23%) of Army spouses have used Child and Youth Services (CYS) and/or the CYS Liaison, Education, and Outreach Services (LEOS) in the past 2 years; 17% had used Youth Services (e.g., youth sports, teen centers); and 9% had used Army School Age Services (e.g., before- and after-school programs, camps).[52] Estimates based on the 2005 *LNS* were very similar; for example, 8% of spouses reported using School Age Services, and 17% reported using Youth Centers. Among spouses who had used the latter two services, the large majority reported using them at least once per month or more and were "satisfied" or "very satisfied" (77% and 78%, respectively) with them.[53] A separate study conducted in 2004, involving about 200 Army spouses at 16 different installations, found that nearly all (91%) were aware of CYS and that about half (46%) of spouses used these services. The E5–E9 spouses reported the highest usage rates.[54]

Data from the 2005 *LNS* indicate that **majorities of Soldiers and spouses who use Army CYS believe these programs positively affect key Army organizational outcomes such as readiness, Soldiers' career intent, and morale.** For example, most Soldier and spouse CYS users report these programs help reduce lost duty time (82% and 83%, respectively), influence the Soldier's career decision (67% and 56%), help the Soldier concentrate on his or her job (75% and 71%), and send a message that the Army cares about its people (83% and 85%; see Figure 7.5).[55]

Figure 7.5. To what extent does providing Army CYS programs at your installation have a positive impact on the following? (Percent reporting "Moderate", "Great" or "Very great" extent)



Source: 2005 *Leisure Needs Survey*, U.S. Army CFSC

Though space does not allow a full description of the range of CYS programs and initiatives, several recent efforts are noteworthy in that they are specifically focused on helping Army children cope with the difficulty of having a parent deployed. **For example, Operation: Military Kids is a CYS initiative focused on RC families to create community support networks for military youth living in rural, urban, and suburban communities.** These "suddenly military" kids look the same to teachers, friends, and other members of the community, but their lives have been substantially changed because of the deployment of their RC parent, and many of their familiar support resources are not available or are inadequate, given their new circumstances and needs. Operation: Military Kids is intended to address this issue through a collaboration of state and county Cooperative Extension staff; veteran's service organizations; schools; and youth service agencies including the Boys and Girls Clubs of America, the Military Child Education Coalition, and the National 4-H Office.[56]

Additional initiatives to address the needs of Army children facing the challenges of a deployed parent or guardian include the development of the *Child and Youth Services Mobilization and Contingency Handbook* and the ongoing fielding of 194 Youth Technology Labs, a project designed to facilitate communications between deployed parents and their children.[57]

Morale, Welfare, and Recreation (MWR) Programs

Programs and services designed to meet the needs of Soldiers and families in the areas of morale, welfare, and recreation (MWR) are among the most frequently used facilities on Army installations. Having fun and getting physically fit are the most common reasons that Army family members participate in MWR programs and services,[58] which include fitness centers and gyms, libraries, recreation centers, bowling alleys, golf courses, outdoor recreation areas, equipment rental, entertainment venues, military lodging, tours and travel services, and

many others (see Table 7.3). Space does not allow for a detailed discussion of each program in Table 7.3; this information is available elsewhere.[59] Instead, this section presents some general findings about Army MWR programs.

Table 7.3. **Army MWR Facilities and Programs***

Recreation centers and activity centers	Fitness centers and gyms
Car wash facilities	Marinas
Outdoor recreation centers	Better Opportunities for Single Soldiers (BOSS)
Automotive skills shops	Information, tickets, and registration offices
Picnic and recreation areas	Golf courses and pro shops
Arts and crafts centers	Bowling centers and pro shops
Libraries	Army lodging facilities
Cabins and campgrounds	Athletic fields and courts
Swimming pools	

Source: 2005 *Leisure Needs Survey*, U.S. Army CFSC
*This list is not exhaustive. Available programs may vary according to the needs of particular installations.

Survey data suggest that **Soldiers and families value MWR programs and facilities; use them frequently; and consider them important to morale, retention, and readiness.** For example, more than four-fifths (83%) of spouses surveyed on the 2005 *LNS* reported that the provision of MWR services demonstrates that the Army cares about Soldiers and families, and three-fourths (75%) considered it important that MWR programs are available during deployments.[60] A 2004 review of the military and civilian literature on the contribution of MWR and similar civilian programs to individual and unit readiness found that **MWR programs influence perceived organizational support, job satisfaction, organizational commitment, family adaptation, skill-building, and self-efficacy—each of which is related to readiness.**[61] More recently, analysis of Soldier data collected on the 2005 *Sample Survey of Military Personnel* found significant positive relationships between Soldiers' MWR program use and their desire to stay in the Army, unit esprit de corps, and satisfaction with Army life. A strong effect of MWR participation on Soldiers' emotional attachment to the Army was also observed.[62]

MWR services most frequently used by Army spouses in the last 2 years (not including child care) were fitness facilities (used by 58% of spouses) and library and information services (51%). About two-thirds of spouses (67% and 61%, respectively) considered these two MWR programs among the most important in terms of enhancing Army quality of life, and data collected on the 2005 *LNS* indicate a high level of spouse satisfaction (83%) for both.[63] Nearly three-fourths (72%) of spouses reported that they or their children have used installation recreation programs, and 43% reported using these programs at least once per month.[64] Nearly one-third of spouses (31%) reported that their use of MWR services increased during their Soldier's deployment.[65] Analysis of data from the 2001 *SAF* showed that **spouse use of MWR facilities is significantly related to their personal and family adjustment to Army life,** as measured by their ability to successfully cope with Army demands and the absence of marital problems.[66]

"One great benefit of MWR is they are all over the world. This year we used facilities, rentals, and discount tickets on our ski trip to Colorado from the MWR at Fort Carson. I feel the overseas facilities are of great benefit . . . the staff is always friendly and helpful."

—Army spouse, 2005 *Leisure Needs Survey*

As shown earlier in Figure 7.2, MWR programs are an important part of Army families' network of community support resources. However, **military family members who live off post (including those in the RC) are less likely to take advantage of Army MWR than those living on post.** Considering the association between MWR participation and family adjustment to Army demands and the relatively high satisfaction ratings that these programs generate, **it is important to increase availability and accessibility of MWR to the two-thirds of Army families that do not live on installations.** To achieve this goal, Army leaders may need to consider "geographical expansion of programs into the community where Army families live, rather than focusing on trying to get these families to come to installation facilities."[67]

Army Family Advocacy Program (FAP)

The Army FAP, based on a DoD directive,[68] is dedicated to spousal and child abuse prevention, education, prompt reporting, investigation, treatment, and provides services to all individuals who may be victims of violence, an offender in an abusive relationship, or a person affected by violence. **The Army FAP is a comprehensive program that provides support services to Soldiers and families to enhance their relationship skills and improve their well-being.** At most Army installations, the FAP offers seminars, workshops, and counseling, which are available to individuals and groups including Army units and FRGs. Educational topics include conflict resolution, couples communication skills, stress management, parent education, domestic violence prevention, relationship support, and respite care.

The FAP defines child abuse and/or neglect to include physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, withholding of medically indicated treatment, or combinations of these inflicted on a child by an individual responsible for the child's welfare.[69] **The FAP regulation and program guidelines also outline a requirement to provide educational programs and resources that offer guidance on personal safety for children and their parents and other caregivers.** (See chapter 5 for detailed information about research on domestic violence within the Army community.)

Survey data indicate broad awareness of the FAP and high ratings of its importance. For example, 68% of respondents to the 2005 *LNS* were aware of the program and 82% considered it beneficial.[70] Data from the 2004/2005 *SAF* indicate that while only 7% of respondents had used the program within the last 2 years, 16% picked it as one of the three most important programs, which is high for a targeted program.[71] The FAP data, as well as program experience, suggest that everyone in the military community needs to be concerned about the well-being and safety of children and that other forms of interpersonal violence in families are a concern for all military community members, especially military unit and community leaders.[72] **Effective programs to address family violence require the support and collaborative involvement of military unit leaders and a wide range of educational, legal, law**

enforcement, medical, and mental health professionals from the installation and the local civilian community.

Army New Parent Support Services

The Army's New Parent Support Program (NPSP) provides education, child abuse prevention, and referrals to supporting agencies for all new parents. There are two levels of the NPSP. The first level, NPSP Standard, offers educational programs, home visits, information, and referrals to other programs. The second level, NPSP+, a more intensive program targeting families at higher risk for child abuse, includes periodic assessments, intensive parent monitoring, and long-term home visitation.[73] In 2000, the Army had 102 NPSP locations. Twenty-seven program locations provide specialized programs for families with infants, including home visits, mentoring, role modeling, intensive education, and child development assessment.[74] In 2004, a study found that two-thirds (67%) of Army spouses were aware of the NPSP and 11% had used the program. Although junior enlisted spouses used the NPSP most frequently (14%), they reported the lowest levels of awareness of the program (51%).[75]

Army-Sponsored Marriage Enrichment Programs

As noted earlier, a core component of supporting family well-being and readiness is building and sustaining strong families who are able to meet the challenges posed by mobilization and combat-related separations. Research cited in earlier chapters has demonstrated that (1) families with strong marriages adjust well to Army demands; (2) parents' adjustment is the best predictor of children's coping with deployment; and (3) for married couples, successful family adaptation to deployments is related to the quality of the marriage both before and after the reunion and reintegration period.

Army chaplains have traditionally played a major role in helping strengthen Army families, and chaplain-sponsored programs continue to help families deal with the stresses experienced during separation and the reintegration phase after a deployment. **The Building Strong and Ready Families (BSRF) program is intended to provide support and training by teaching the coping skills couples need so that their marriage can survive and become stronger under the unique demands of military life.** Army chaplains and chaplain assistants are available after this training to assist Soldiers and spouses by offering support, encouragement, and, as required, individual and couple counseling.[76]

The BSRF program was originally developed with the support of the 25th Infantry Division (Light) in Hawaii, and it has been updated in response to the special issues facing couples as a result of the GWOT. The program is being adapted to local unit needs and expanded across the Army, including modifications in scheduling that fit the needs of the ARNG and USAR. The program also supports access to various Army services, including medical care for pregnant spouses, child care, and family medical support, as well as counseling services through the chaplain's office.

Army Exceptional Family Member Program (EFMP)

The EFMP is designed for Soldiers who have family members with special needs, and the program has a relatively high rate of use for a targeted program. For example, data from the 2004/2005 *SAF* indicate that about one-fourth of spouses (23%) have used it within the last 2 years, and one-third (33%) reported it among the three most important programs from a list of ACS programs.[77] The 2005 *LNS* found that nearly two-thirds (64%) of spouses were aware of the EFMP and 80% rated it as beneficial.[78]

Soldiers with special-needs family members have found the EFMP beneficial and supportive, and commanders and unit members are supportive of Soldiers' use of these programs. However, some Soldiers have expressed that participation in the EFMP limits their choices in Army assignments because at some locations the program is not available.[79] Further, compared with Soldiers without a handicapped child, Soldiers with at least one handicapped child manifest more depression symptoms, less-than-favorable perceptions of their own military skills and abilities, lower scores on coping, and more pessimism about their long-term career options.[80]

U.S. Army Wounded Warrior (AW2) Program

For many families, the physical and emotional trauma associated with military service necessitates supportive services as they transition into post-Service civilian life.[81] The U.S. Army Wounded Warrior (AW2) program is an example of a formal support program developed in response to the trauma that Soldiers and families have experienced as a result of the wars in Afghanistan and Iraq. This program, renamed on November 10, 2005, was originally the Army Disabled Soldier Support System (DS3).[82]

AW2 is designed to assist Soldiers who have sustained serious injuries or disabilities in the line of duty—typically Soldiers injured in combat. Established as an advocate for disabled Soldiers and their families during transitions from military service to civilian life, **AW2 incorporates several existing programs to provide holistic support services for severely disabled Soldiers and their families—from initial casualty notification to the Soldier's return to the eventual home destination.** AW2 facilitates coordination between these Soldiers and their families and pertinent local and national organizations available to help, such as the Department of Veterans Affairs (VA). AW2 is centrally managed, with designated regional coordinators who interact with local and regional resource providers on behalf of the Soldier and family. At the time of this writing, there were no evaluation data available that assess the effectiveness of this program.

Army Casualty and Memorial Affairs Operation Center (CMAOC)

Especially in times of war, casualty notification and casualty assistance are very important. **The Army casualty assistance program assists a Service member's primary next of kin after a casualty incident.** The services provided may include, but are not limited to, information and assistance concerning the return of remains and belongings, funeral/memorial services, filing for benefits and entitlements, and relocation of military family members.[83] There is some research that shows that casualty assistance officers are not always given sufficient guidance about their roles, are relied on for help by the grieving families more than is officially expected, and have to create their role.[84]

Army Employment Readiness Program

The Army Employment Readiness Program, provided by ACS, is designed to assist active duty members, Department of the Army (DA) civilian employees, spouses, retirees, surviving spouses, and other family members facing employment challenges that result from the mobile lifestyle of those who serve.[85] **The Employment Readiness Program was formed to provide Army spouses with the opportunity to build or maintain a career when relocated, to enhance both personal satisfaction and the financial well-being of the family.**

While it is not a job placement program, the Employment Readiness Program provides a variety of free services that aid Army spouses and family members in their job searches. At the 95 ACS centers worldwide and on the Web, links are available to many different job search engines that list employment opportunities and information from government, civic, and military agencies. Additional information is provided about information on job fairs (in both stateside and overseas locations), guidance for writing and editing résumés, suggestions for managing stress during a job search, and advice on how to dress appropriately for interviews and the first day on the job. At many ACS centers, a professional job search trainer is available for appointments to help spouses learn how to best present their skills to potential employers.

The Army has also established ongoing arrangements with 26 large firms as part of the Army Spouse Employment Partnership.[86] These partnerships, which include Dell Computer, Hospital Corporation of America, Sprint, Home Depot, and many others, are designed to facilitate continuity in employment (e.g., through career tracking) as spouses relocate with their Soldier to different geographic assignments. (See chapter 2 for information on relocation as a feature of Army life, and see chapter 5 for a description of the effects of relocation on Army spouses' employment and income.)

Like many other programs discussed in this section, available survey data indicate moderate awareness of the Employment Readiness Program but high ratings of its importance. For example, while slightly more than half (57%) of Army spouses who took part in the 2005 *LNS* indicated they were aware of the Employment Readiness Program, nearly three-fourths (74%) of those who used the service considered it beneficial.[87]

Family Readiness Groups (FRGs)

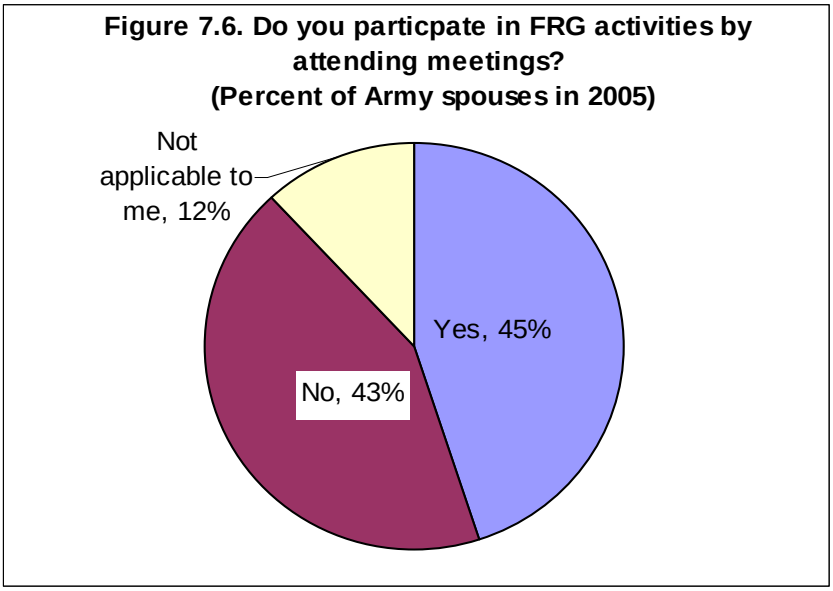
Unit-sponsored social support efforts have a long history as the foundation of both formal and informal social support for military families.[88] More than any other program, the FRG represents the nexus of these two types of social support. **Army FRGs are command-sponsored social networks composed of family members, volunteers, and Soldiers that are maintained by Army units, usually at the company level.** Formally, the purposes of the FRG are fourfold: to "(1) act as an extension of the unit in providing official, accurate command information; (2) provide mutual support between the command and the FRG membership; (3) advocate more efficient use of available community services; and (4) help families solve problems at the lowest level."[89] FRGs are intended to provide an opportunity for unit leaders to keep spouses informed about important unit activities and provide assistance and referral to family members.

An additional goal of the FRG is to provide spouses the opportunity to connect with other spouses through unit-sponsored gatherings and activities. For many spouses, the FRG facilitates the development of supportive relationships that are maintained outside the bounds of the formal support group. As noted earlier, the importance of informal support in spouses' successful adjustment to the demands of Army life cannot be overstated. Informal connections fostered or strengthened by participation in the unit FRG in combination with the formal support the FRG provides (e.g., access to information from the command) represent a critical asset for Army family members coping with the long-term separation of a loved one due to deployment.

> *"Our FRG was awesome. We got together once a month. We did Christmas boxes for the guys, parties for the kids, and you knew that if you were having a bad day, you could contact your FRG leader and they would be there for you."*
>
> —Army spouse focus group participant, 2005

Given the potential contribution FRGs can make to family member adjustment to deployment and other Army demands, it is unfortunate that many spouses are not aware of the existence of FRGs and that most spouses do not participate. FRG awareness and participation vary greatly across the Army, as well as across AC and RC units. For example, about half (53%) of spouses reported on the 2004/2005 *SAF* that the FRG in their Soldier's unit was "active," one-third (34%) reported "don't know," and 13% reported it was "not active." When asked if they participate in FRG activities by attending meetings, less than half of spouses (45%) indicated they do so (see Figure 7.6).[90] A 2003 study of community integration among spouses of AC and RC Soldiers found the lowest levels of FRG participation among families of USAR and ARNG Soldiers (14% and 21%, respectively).[91]

Figure 7.6. Do you particpate in FRG activities by attending meetings? (Percent of Army spouses in 2005)



Source: 2004/2005 *Survey of Army Families*, U.S. Army CFSC

About half of spouses (53%) who volunteered an opinion on the 2004/2005 *SAF* agreed that their FRG is well run, but perceptions differ by rank group, with a greater percentage of the spouses of officers (66%) agreeing than spouses of enlisted personnel (49%).[92] This finding is consistent with data from the 2001 *SAF*, which also found that spouses of officers were more

likely to be FRG leaders (31%) or hold another FRG position (37%) than enlisted spouses (16% and 24%, respectively).[93]

Spouses cite a number of reasons for not participating in the FRG including a lack of knowledge that the group exists, a lack of time, and inconvenient meeting times.[94] The recent innovation of virtual FRGs—discussed in the next section—may help some spouses overcome barriers to participation related to their work schedules, distance to the nearest installation, or child care responsibilities. Other spouses report that they want to keep their personal life separate from the military, while still others suggest that some FRG leaders manage the group in a hierarchical fashion that is not inclusive of all spouses. **Emphasis by FRG leaders on the rank of Soldiers to whom FRGs participants are related can give spouses the impression that the FRG is exclusive or cliquish, which can drive away potential participants or volunteers.** Among spouses of junior Service members in particular, there is often already a natural fear and reluctance to get involved with a group where they feel required to engage with older spouses, especially spouses of officers and senior noncommissioned officers in their Soldier's chain of command.[95]

> *"FRGs are not just for deployment. It's too late to start it when you get your orders in hand."*
>
> —FRG advisor and spouse of senior Army officer, interviewed in 2005

Army spouses at different installations and with various levels of experience with Army life have been asked about the factors that make for a well-functioning FRG, and they often emphasize the following:

- Have a reliable, up-to-date list of unit members and families and how to contact them.
- Disseminate timely and accurate information to participants about the unit and the deployment.
- Establish an effective working relationship between the FRG leader and the unit Rear Detachment Command (RDC).
- Ensure FRG leaders and RDC staff undergo training.
- Run the FRG in an inclusive, nonhierarchical manner.
- Solicit input from participants about what they want from their FRG (e.g., frequency and schedule of meetings, types of activities).
- Ensure FRG support and emphasis from the unit command, including during the FRG volunteer leader selection process.
- Provide child care during FRG meeting times.
- Establish the FRG well before, rather than during, a deployment.[96]

Research has also found that **the length and frequency of recent deployments have placed great stress on FRG leaders and other volunteers, leading to volunteer "burnout" in some cases.**[97] Volunteer burnout is likely to remain a salient issue for the duration of the GWOT while Army operational tempo remains high. As noted in chapter 2, between one-fourth and one-third of Army spouses volunteer, which means that the responsibilities of FRG leadership are typically assumed by a minority of unit spouses; for example, only 13% of spouses on the 2004/2005 *SAF* report volunteering as an FRG leader.[98] **Funds recently have been allocated to hire paid staff at the brigade level to relieve volunteers of some of the administrative tasks involved in the maintenance of FRGs.** The Army also has developed virtual FRGs to improve information dissemination to deployed Soldiers' families. Research is needed to measure the effects of both of these initiatives to provide guidance to leaders and other support providers on the best strategies for successful unit-based family support.

Junior Enlisted Spouse Outreach and Training

As noted in earlier chapters, enlisted families—and particularly spouses of junior enlisted Soldiers—tend to report lower levels of adjustment to the demands of Army life, less awareness of Army programs and services, less experience coping with deployment, and fewer informal ties to other Army spouses. In response to a need identified by the Army Family Readiness Advisory Council (AFRAC) to reach spouses of junior enlisted Soldiers, a working group of 15 Major Army Command (MACOM) Command Sergeant Major (CSM) and other volunteer spouses met in May 2005 to develop an outreach plan. The goal of the plan is to engage spouses of junior enlisted Soldiers, educate them about Army life, and help them develop self-reliance. For example, junior-level training focuses on military entitlements and benefits, the Army's organizational structure, Army life expectations, and self-development. The outreach plan has identified actions to address 12 current challenges, and it has specified the role that spouses of senior enlisted Soldiers can play in helping assimilate junior enlisted spouses into the Army family. The working group has also recommended establishing dialogues with the Sergeants Major Academy and Accessions Command and is publishing a non-commissioned officer (NCO) spouse resource book.[99]

6. Communication and Information Technologies and Social Support

The Internet has become a fundamental component of how many people obtain information to support their daily life activities and sustain their social relationships with individuals and institutions. For both informal and formal support, **the Internet has become a cornerstone of efforts to inform, connect, and sustain military families.** Today, many deployed Soldiers and their loved ones are making use of the Internet to share information and even emotions (see chapter 3). E-mail has become one of the preferred means of communication, with profound implications for military family support.

Informal Social Support on the Internet

Today, a search of the Internet using terms such as "military spouse," "military family," or "military parent" leads to hundreds of Web sites intended to link, inform, and support military spouses, parents, other family members, and individuals who have a close relationship with a Service member. Many of these Web sites are private, nonprofit initiatives, while others are commercial ventures—including some developed and owned by military spouses or retirees.[100]

For many military family members, Web sites represent important sources of informal social support. For example, there are Internet groups for parents and, in particular, a growing number of mothers' groups (i.e., for mothers of single Soldiers and Marines). These Web sites offer practical information, links to official information, and a place to share ideas and feelings.[101] Few studies have been done on the informal Web-based family support systems that have emerged, but the use and public acceptance of these resources suggest that they are now an inherent part of informal support for military families.[102]

Formal Social Support on the Internet

Virtual Family Readiness Groups (FRGs)

The establishment of virtual FRGs is an innovative use of the Internet for formal and informal family support. These groups are intended to enhance current methods of passing information to families when Soldiers are deployed. Rather than just replicating current unit-based FRGs, these virtual groups aim to enable a deployed Soldier to communicate with family members by logging onto this system from anywhere in the world. Virtual FRGs also have the potential to provide informal support to families, especially those for whom it is difficult to attend group meetings.[103]

Military OneSource

The DoD now provides a contracted 1-800 number and an Internet Web portal support program called Military OneSource. This expansive Internet gateway has Service-specific names such as Army OneSource, and it provides military families free information and referral from any location in the world with a telephone or Internet access. **OneSource is a knowledge management system that has information on everything from child care and spouse employment to money management and personal counseling resources.** Army OneSource, implemented in August 2003, supplements installation-based support programs and services with 24/7 online and telephone support. It provides downloadable briefing instructions, PowerPoint presentations, and FRG toolkits.[104]

OneSource represents a new social support model that emphasizes DoD program development and management support rather than the more traditional focus on individual service program ownership. This new paradigm and DoD management support has allowed the Services to expand their family programs in new ways. For example, Army personnel (AC, ARNG, USAR) and their families can now receive free, private, face-to-face family counseling services in their local communities. OneSource will locate counselors to help Army families with issues such as marital and family stress, reunions after deployment, and grief. Under this innovative program, family members may receive counseling, and there are no claims to file and no treatment record is established in Army personnel or medical files. This program is intended to confront the concern that many Soldiers and family members have about confidentiality and possible stigmatization associated with using traditional military mental health services.

Like other types of formal support resources and programs, awareness of OneSource is limited within the military community. In a 2004 survey, more than three-quarters (79%) of Soldiers were not familiar with Army OneSource, and only 4% had used it within the past 12 months. Junior officers (O1–O3), many of whom are in small unit leadership roles, reported the

most unfamiliarity with OneSource (92%).[105] Similarly, only 2% of spouses on the 2004/2005 *SAF* cited Army OneSource as a source of information from which they find out about programs and services available to them.[106] These findings may be driven in part by the fact that OneSource is a relatively new program. Substantial efforts have since been made to publicize OneSource and to educate Army leaders on the value of this resource. Awareness levels are hoped to increase as publicity and military education—from basic training to senior command leadership training—emphasize this and other support resources. As is true of many of the support programs and services discussed in this chapter, **among users, satisfaction with Army OneSource is high.** For example, 96% of survey respondents familiar with the program were satisfied, and respondents also reported high satisfaction with OneSource educational materials (96%) and online services (100%). Close to half (44%) of surveyed users stated they saved 1 to 4 hours of their time by using OneSource, and 15% reported saving more than 40 hours.[107]

Other Web-Based Formal Social Support Resources

Other examples of how the Army is capitalizing on information technology to support families include the recent development of comprehensive information Web sites.[108] While these Web resources continue to evolve in technology applications and content, they represent a fundamental evolution in the way families are being supported. Internet sites are continually evolving; some go and others appear. Some are incorporated into Web portals—an online map providing an organized collection of individual Web sites. These Web portals are likely to become Army families' primary gateway to the military-specific resources available on the Internet.

7. Social Support for the Reserve Component (RC)

Much of what can be said about the nature and importance of informal and formal social support for AC Soldiers and families, especially social support during mobilization and deployment, applies to ARNG and USAR Soldiers and their families. **For families of RC Soldiers, many of the same formal social support program and service challenges discussed in this chapter exist.** What is different, as noted in chapter 4, is that ARNG and USAR members are "citizen Soldiers" whose daily lives and relationships—and those of their families—are rooted in a local civilian world when the Soldier is not mobilized. Although changing based on recent GWOT mobilizations and deployments, it has typically only been when these personnel are mobilized that the conditions of military life strongly come to the fore. When this happens, their circumstances often present unique personal and family life challenges and sometimes specific hardships (see chapter 4 for a description of these challenges).

ARNG and USAR leaders have responded to the challenge of providing social support to RC Army families during mobilization.[109] For example, ARNG and USAR Internet portals provide access to virtual repositories of important information as well as gateways to military family personal support resources. Congress also has established benefits and funded new support initiatives such as Operation: Military Child Care, discussed previously in this chapter. Across the nation, state and local leaders have passed legislation, established state-supported programs and services, and initiated partnerships with the business community to support citizen Soldiers and their families.[110]

8. Building and Sustaining the Army's Informal and Formal Support System

To recruit, retain, and support Soldiers and their families, Army leaders at all levels must be cognizant of the stresses of current mobilizations and deployments and their effects on families. They also need to recognize their personal responsibility to demonstrate concern and provide support to the families who share in the service and sacrifice of their Soldier. **Successful family support is grounded in the actions of small unit leaders and sustained in the policies and program activities generated by leaders throughout the Army.**[111] Research shows that Soldiers who believe their leaders show care and concern for families have higher commitment to the Army.[112] Further, as noted in this chapter, Soldiers and spouses believe that the provision of support programs and services, such as MWR, demonstrates that the Army cares about people.

Current demands of war, however, have created pressure on Army resources, resulting in reductions in the military's domestic expenditures.[113] **It is crucial for the well-being of Soldiers and their families—and for the ability of the Army to continue to recruit and retain the force—that effective social support programs not become a casualty of fiscal pressures.** While these pressures make it imperative to continue to evaluate the array of programs and to decide which are essential and how to modify others to make them more effective, it has often proven challenging to quantify the benefits of the kinds of programs described in this chapter. This is especially true of programs intended to promote the informal support system or intangible outcomes, such as a sense of community. This is not to say that cost-benefit questions are inappropriate or that the return on investment of support programs cannot be measured. It is only to stress that **discussions about the costs and benefits of support programs must acknowledge the important role of building and sustaining informal and formal support for Soldiers and their families in return for the sacrifices they are asked to make.**

While military and civilian community programs are important sources of support for Soldiers and families, there are critics who argue that some of these services are used only by a small percentage of Service members and families and that certain programs function in ways that deter, rather than promote, utilization and effective service delivery.[114] **A major deterrence limiting the use of some, but not all, formal Army support services is thought to be the stigma often attributed to the use of any helping service. Information from recent Army mental health research suggests that these concerns are valid.**[115] Too many Soldiers and families believe that involvement with helping agencies such as military mental health services, family counseling, or family advocacy services will damage their reputation and career. This stigma, and other barriers to access, represent important leadership challenges that threaten Soldier and family well-being, especially in light of growing concerns about the personal and family effects (immediate and long-term) of the stress of deployment separations and combat-related trauma exposure.

The research and findings covered in this chapter suggest that **formal support from installation-based programs is necessary, but by itself it is not sufficient to sustain the well-being of Army families.** In addition to the informal support and formal Army programs covered previously, an effective family support system requires the active participation of a network of key stakeholders and partners, including military family members themselves (including Soldiers' parents and siblings), Soldiers, unit and installation leaders, civilian community leaders, local public officials, voluntary community groups, private associations, and faith-based and civic organizations.[116] **Each of these elements should be considered part of a forward-**

looking 21st century model of military family support, evolving in step with the larger organizational transformation underway in the Army.

As earlier chapters have documented, the human service challenges facing the Army in the 21st century must be seen against a backdrop of change in (1) the demographics of the force (members and families); (2) the size, nature, and composition of the units that make up the Army; (3) units' stationing and operational deployment patterns; and (4) continued evolution in career patterns and associated assignment requirements. The people, their duties, and their career experiences all affect the informal and formal support systems that are needed to ensure Soldier and family well-being and mission success. Specific recommendations for the current and future support of Army families are provided in the concluding chapter, Toward a 21st Century Model of Support for Army Families.

CHAPTER 8: TOWARD A 21ST CENTURY MODEL OF SUPPORT FOR ARMY FAMILIES

The Army has a long and notable history of providing support services to Soldiers and their families. Since the 1993 publication of the first *What We Know About Army Families*, the number and range of programs and services for Army families has continued to expand. This is due partly to military operational demands and the resulting family challenges, but also to changing expectations in civilian society for family-friendly public services and family-related employment benefits. **It is clear that there is recruitment, readiness, and retention value in family benefits and support services.** Congress, the Department of Defense (DoD), and the Army also acknowledge the need to address certain ongoing societal issues (e.g., suicide, family violence, substance abuse) and family life issues (e.g., child care, elder care, spouse employment, important transitions like retirement). In addition, they acknowledge the need to address military-specific family challenges such as family separations due to deployments, the increased strain on families of Soldiers serving in the Army National Guard (ARNG) and U.S. Army Reserve (USAR), and the immediate and long-term consequences associated with combat injuries and death.

This report has highlighted the demands of Army life that arise due to the unique mission of the military and the special nature of the employer-employee contract that guides a Soldier's military career. This report has discussed the effect of these demands on families, with an emphasis on the increased operational tempo associated with post 9/11 military operations. It has shown that while there is a common set of demands with which Army families must cope, all families do not experience them in the same way, and some kinds of families adapt and adjust better than others. In particular, **this report has demonstrated that Army families require both informal and formal social support to adapt and thrive in the face of the challenges of Army life in the 21st century and that those families who take advantage of the support resources available adjust more successfully.** Documenting and helping Army leaders understand the relationships between the characteristics of Army families, the challenges they face, the ways they meet these challenges, and what the Army does (and can do) to help families is the major purpose of this report. Providing informed recommendations for families, family service providers, program managers, policymakers, and most importantly, for Army leaders, is an important component of this report as well. Recommendations that are anchored in data-driven information from the most reliable and valid sources available have been offered throughout this report.

The research reviewed here demonstrates that Army family members can and do adapt to the challenges of military life. **Most Army families, whether in the Active Component (AC) or Reserve Component (RC), are self-reliant and confident in their capacity to meet the challenges of military family life.** These families typically lead fulfilling, satisfying family lives. Research demonstrates that at all levels, leadership commitment and engagement are requisite components for promoting military family adaptation and represent fundamental requirements for promoting the Army's goals for recruitment, retention, and readiness. **It is clear that leaders make a difference. Knowledgeable, concerned, and involved leaders are the cornerstone for successful family support.**

Core Principles of a 21st Century Model of Support for Army Families

The Army's strategy for supporting families can be thought of as being grounded in a set of core principles that have evolved over time and guided Army leaders, policymakers, program managers, and those delivering services. The principles that form the foundation of the Army's family support model should be periodically evaluated and reassessed to ensure they reflect, and are well adapted to, the environment in which the Army operates and is expected to face in the future. Based on the research reviewed in this report, the following are suggested as core principles for the provision of Army family support in the 21st century:

- **Support is both formal and informal.** *Formal* support in the form of Army programs, services, and facilities is absolutely necessary but cannot replace the fundamental requirement for *informal* support from spouses, family, friends, other unit members, and neighbors. Installation and unit leaders need to promote opportunities for building and sustaining informal sources of support for Army families. The Army's formal support system must help establish and sustain opportunities for the development and promotion of the informal support system.

- **Consistency and predictability are highly valued by families.** A consistent, baseline level of support, particularly during periods of deployment, is fundamental for building and sustaining trust between the Army and its families. The baseline level of support that families can expect should be articulated and defined by Army leadership and should not vary from unit to unit or between different assignments. Family members deserve to be kept informed, and Army leaders at all levels must understand the importance of setting and meeting expectations. Army families have always demonstrated their capacity to deal with hardships when they know that they can trust the messenger and the message.

- **Deployment is an ongoing cycle.** As a fundamental aspect of military duties, deployment will be the defining characteristic of life in the 21st century expeditionary Army. The Army has a long history of successfully supporting families during deployments. A comprehensive doctrine for family support before, during, and after deployment should be written to provide the basis of all operational planning and execution in this area.

- **Jointness will increase.** Budgetary imperatives (including the drive to minimize duplication of support services and to achieve economies of scale), as well as the goal of providing consistent levels of support to all Service members and families, portends continued emphasis on jointness in support provision. The establishment of Military OneSource is an example, as is the emerging Multi-Component Family Support Network (MCFSN).[1] Further, as units are restationed from overseas installations and the Base Realignment and Closure Committee (BRAC) consolidates activities, "megabases" and their surrounding communities will host the majority of AC personnel and their families. In many of these situations, there will be one Service that is the largest force in the region and families from the other Services will, of necessity, make use of programs and services of the branch (and installation) that has the dominant presence. The Army, in collaboration and cooperation with the other Services, needs to continue to provide family support that acknowledges and responds to the cultural distinctions and differences between the Services, the specific needs of families that emerge from each branch's unique mission, and the demographic differences among the Services.

- **Partnerships enhance the Army's support capabilities.** The dispersion of Army families across civilian communities, and the emergence of the ARNG and USAR as operational forces rather than strategic resources, requires the mobilization of civilian communities to support Army families. Civilian community institutions need to be aware, knowledgeable, and engaged in offering basic services to Army families residing in the community. In this regard, Army installations also need to become meaningfully engaged with the cities and regions where they operate. "Base-town" partnerships and resource sharing are vital to support the 21st century Army.

- **Technology can be a support "multiplier."** Information and communication technologies have a vital and robust role in the support of Army families. Virtual support has and will continue to be critical for the well-being of all members and their families. Virtual Family Readiness Groups (FRGs) are a good example. Investment in these and other emerging technologies must include assisting families with access issues as well as helping families learn how to utilize them effectively and safely.

- **Command emphasis on families is critical.** The awareness, use, and effectiveness of military family support programs and services of all types are mediated by leadership interest, emphasis, and involvement. Soldiers and families will know more about, and get more out of, the formal support that the Army provides if leaders throughout the chain of command—down to the small unit level—are aware of the benefits to readiness, retention, morale, and well-being that these resources offer. To maximize the support of families, the Army must institutionalize education and training in family issues during the professional development of future leaders. This education should emphasize the role that family factors play in Soldier readiness and career intent as well as what support families need. Army leaders will require this "expert knowledge"[2] if a strong and viable all-volunteer force is to be maintained in an era of consistently high operational tempo and deployment cycles.

- **Ongoing research and evaluation are important in times of change.** The demographic and social characteristics of the Army and its families have continued to evolve since the early 1990s. The nature of military service, the demands of military family life, and the needs and expectations of Soldiers and families are also changing. Available resources can change as well. Taken together and in interaction, these factors underscore the need for the Army to maintain a robust capacity to undertake research that describes, analyzes, and evaluates the shifting landscape for Soldiers and families—including identifying likely outcomes for the Army and potential solutions to problems. While yesterday's lessons learned are important, they are not sufficient. Understanding today's events and having a window into the future are necessary capabilities as well.[3] The following represent just a small sample of important areas that warrant future research and that have been noted in this report:

  – Understanding the impact on families of Soldiers who return from deployments with serious psychological disorders, including identifying the specific kinds of support that these families need

  – Determining the effects that recent deployments are having on the health and well-being of spouses and children in Army families, including the impact of a Soldier's death on the surviving spouse, teens, and young children

– Assessing the effectiveness of Army programs, services, and initiatives for supporting families, including understanding which kinds of resources and interventions work best for which kinds of families

The charts that follow provide general recommendations for the successful support of Army families now and in the future. These recommendations are derived from the research highlighted in this report and the principles discussed in this chapter and are oriented, respectively, to policymakers and senior leaders, unit leaders, and family support providers.

Recommendations for Army Policymakers and Senior Leaders

- Continue to build and strengthen knowledge about military families; the role of family factors in Soldier readiness, retention, and morale; and how to support families effectively.
- Institutionalize training and education on family issues for Army leaders at all levels as part of their professional development.
- Ensure that training in family issues for unit leaders includes the most up-to-date knowledge available and incorporates specific guidance on leaders' family support responsibilities at each level (e.g., establishing an FRG as a Company Commander).
- Demonstrate that Army families matter by maintaining, emphasizing, and resourcing family support—especially during periods of fiscal challenge—and by advocating for families' needs within the Army as well as with federal, state, and local government officials.
- Assess and monitor the effectiveness of family support programs and initiatives at regular intervals, and encourage implementation of those shown to work best.
- Continue to conduct research on Army family and community issues to identify emerging trends and needs, and integrate key findings into practice.
- Provide guidance, best practices, and support for Installation Commanders, program managers, and staff about how to establish community partnerships and take advantage of other opportunities to leverage support resources that may exist "outside the gate."
- Continue to adapt available and emerging technology (e.g., Web-based resources, video teleconferencing) to the mission of providing family support.
- Recognize that one size rarely fits all; Army families are diverse and can include not only spouses and children but parents, extended family, and significant others, each of whom have different support needs.

Recommendations for Unit Leaders

- Take responsibility for the support and well-being of unit family members, and ensure that those in supervisory roles are knowledgeable about the family situations of their Soldiers.
- Become an expert on Army families, including learning how family factors influence readiness and retention and how to support families effectively.
- Hold subordinate leaders at each level accountable for providing information and support to families and for creating a family-friendly unit climate.
- Demonstrate care and concern for families by being personally present at unit functions and activities that involve families, and create opportunities to do so.
- Provide unit family members opportunities for mutual interaction and informal support (e.g., emphasize the role of the unit FRG).
- Be aware of, and make Soldiers and family members aware of, installation programs and services as well as local civilian community resources.
- Contact family members directly when possible, rather than relying on Soldiers to pass on important information to their families about available support.
- Strongly encourage Soldiers not to keep dependent family members isolated from potential sources of support like the FRG or installation programs and services.
- Include nondependent family members (e.g., parents, significant others) in unit activities when possible.

Recommendations for Installation-Level Support Providers and Staff

- Establish direct, face-to-face contact with small unit leaders, Soldiers, and unit family members to increase awareness of available support resources.
- Look for opportunities to provide active outreach to families living off post in civilian communities.
- Use multiple sources to market programs and services, and learn which channels are most frequently used by family members.
- Develop community connections and partnerships that, to the extent feasible, leverage the capacity and interest that exist in the local community to support military families.
- Monitor the awareness, use, and effectiveness of installation programs, and continually look for ways to improve service provision.
- Pursue knowledge about Army family issues and best practices in support activities.
- Recognize family member diversity and, to the extent possible, include nondependent family members (e.g., parents of single Soldiers, significant others) in installation support activities.
- Coordinate with other Army agencies, when possible, to provide the most effective support for families.

CHAPTER ENDNOTES

Notes to Chapter 1

1. Segal & Harris, 1993

2. U.S. Department of Defense, 2006

3. U.S. Army, 2005

4. Demo, Allen, & Fine, 2000, p. 1

5. For example, the National Military Family Association (2004) has noted that during Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF), extended family members (e.g., parents, siblings, grandparents) have often been unsure where to turn for information about deployed Service members, and their inquires have "at times overwhelmed the chain of official communication" (p. 11).

6. Putnam, 2000

7. For example, see "Association, La Vie Associative and Lifelong Learning," by M. K. Smith, 2000, in *The Encyclopedia of Informal Education*, retrieved May 27, 2005, from www.infed.org/association/b-assoc.htm.

8. Boetcher, Duggan, & White, 2002

9. Wong, 2000

10. Ibid., p. 7

11. Ibid. A similar argument is made concerning Western cultures more broadly in Moskos, Williams, & Segal, 2000.

12. For example, Wong (2000, p.15) compares the responses of baby-boomer captains with those of Gen-X captains on work-family balance issues, using comparable questions from the 1988 Longitudinal Research on Officer Careers survey and the 1998 Survey of Officer Careers, both administered by the U.S. Army Research Institute for the Behavioral and Social Sciences (ARI). Gen-X captains were more likely to agree that "the demands of an Army career would/does make it difficult to have the kind of family life I would like" (65% vs. 49%, respectively), and they were less likely to agree that "a rewarding career can compensate for limited personal/family time" (22% vs. 38%, respectively) and that "an Army career would allow/allows me to maintain the kind of balance I want between my work and personal life" (21% vs. 47%, respectively).

13. Chief of Staff of the U.S. Army, 1983. An updated version of *The Army Family* was published in 2003 (see Shinseki, 2003). The theme of reciprocity (i.e., recognizing and rewarding the sacrifice of members of the military community through formal policies, programs, and services) is also part of the Department of Defense's (DoD's) current human resource strategy, outlined in *The Social Compact*. See Office of the Under Secretary of Defense for Personnel and Readiness, 2002.

14. Draut, 2006

15. Martin, Booth, & Kerner-Hoeg, 2004; Caliber, 2006

16. U.S. Department of Defense, 2006

17. U.S. Army Research Institute for the Behavioral and Social Sciences, 2005

18. Scarville, Burton, Edwards, Lancaster, & Elig, 1999

19. Stanley, Segal, & Loughton, 1990

Notes to Chapter 2

1. The main sources of demographic data presented in this chapter are official publications, reports, and tabulations compiled by the Defense Manpower Data Center (DMDC) and the Office of Army Demographics (OAD) within the Office of the Deputy Chief of Staff for Personnel (G-1). If they were available, data from Fiscal Year (FY) 2005 are reported. For some measures, data from FY 2004 were the most recent available.

2. Family members are defined as spouses, children, and adult dependents (i.e., elderly parents who live in the Soldier's residence) because these are the groups from which demographic data are collected and maintained by official sources. While extended family members (e.g., parents, siblings, grandparents) and significant others (e.g., girlfriends and boyfriends) can also be considered Army family members in the sense that they care about and influence Soldiers (see chapter 1), the Army collects little empirical data from these individuals.

3. For reporting family data, the Office of Army Demographics (OAD) relies on records in the Defense Enrollment Eligibility and Reporting System (DEERS), a database maintained by the Defense Manpower Data Center (DMDC).

4. Segal & Segal, 2004

5. Segal & Segal, 2005

6. Deak et al., 2001b [Question #108, p. 961]

7. Defense Manpower Data Center, 2003d [Question #67, p. 218]

8. U.S. Army Community and Family Support Center, 2005 [DA form 7029-2 (Question #68c), DA form 7029-3 (Question #48c)]

9. Many Army installations offer foreign language versions of important support-related pamphlets, brochures, and other informational materials. Additionally, the Army Family Team Building (AFTB) program (see chapter 7) has been translated into Spanish, German, and Korean. There are no comprehensive evaluative data available, however, that could be used to determine the extent to which these and other efforts have been sufficient to support the unique needs of non-English-speaking Army family members.

10. Maxfield, 2004; Office of Army Demographics, 2005

11. These figures come from the Defense Manpower Data Center's March 2005 Active Duty Family file. Figures were provided by DMDC upon request.

12. Defense Department Advisory Committee on Women in the Services, 2004; DiSilverio, 2002

13. Segal & Segal, 2004

14. March 2003 *Current Population Survey (CPS)* results were retrieved July 28, 2005, from www.census.gov/population/www/socdemo/hh-fam/cps2003.html.

15. Office of Army Demographics, 2006

16. Ibid.

17. U.S. Census Bureau, 2005

18. Fontaine, Brennan, Campenni, & Lavo, 1998; Defense Manpower Data Center, 1999; Deak, et al., 2001a [Question #30, p. 277]; U.S. Army Community and Family Support Center, 2002; U.S. Army Community and Family Support Center, 2005 [DA form 7029-1 (Question #51), DA form 7029-2 (Question #59), DA Form 7029-3 (Question #38)]

19. National Military Family Association, 2006; Caliber, 2006

20. Fontaine, Brennan, Campenni, & Lavo, 1998

21. Deak et al., 2001a [Question #4, p. 13]

22. U.S. Army Community and Family Support Center, 2005 [DA form 7029-2 (Question #68c), DA form 7029-3 (Question #48c)]

23. Orthner, 2002b

24. National Council on Family Relations, 2004

25. Defense Manpower Data Center, 2003a [Question #20, p. 37]

26. Segal, 1986

27. Paulus, Nagar, Larey, & Camacho, 1996

28. Ender, Bartone, & Kolditz, 2003; Segal & Segal, 2004

29. Gifford, 2005

30. Caliber Associates, 2004a; Caliber, 2006

31. Defense Manpower Data Center, 2004a [Question #71 and #72, pp. 206–261]

32. Stewart, 2001

33. Caliber, 2006; Harrell, Lim, Casteneda, & Golinelli, 2004; Defense Department Advisory on Women in the Services, 2005; Military Child Education Coalition, 2001

34. Orthner, 2002c

35. McCubbin, 1998

36. Orthner, 2002c

37. Harrell, 2003; Harrell, 2001a

38. Wong, 2000

39. Office of the Deputy Under Secretary of Defense for Military and Community Policy, 2005

40. For example, Soldiers responding to the August 2004 and December 2004 *Status of Forces Survey of Active-Duty Members*, administered by the Defense Manpower Data Center (DMDC), reported working "longer than their normal duty day" an average of 108 times (August) and 129 times (December) over the last 12 months. See Defense Manpower Data Center, 2005c, p. 16.

41. Hosek, Kavanaugh, & Miller, 2006; Defense Department Advisory Committee on Women in the Services, 2005

42. For a summary of this research, see Segal & Harris, 1993.

43. Lakhani, 1994

44. Ibid.; Schwartz, Wood, & Griffith, 1991

Notes to Chapter 3

1. Orthner & Rose, 2005a

2. Defense Manpower Data Center, 2006d

3. U.S. Army Research Institute for the Behavioral and Social Sciences, 2005; Caliber Associates, 2004a; Caliber Associates, 2004b

4. RAND, 2003

5. Hosek, Kavanagh, & Miller, 2006

6. U.S. Department of Defense, 2005

7. Jaffe, 2005

8. Caliber, 2006

9. Hosek, 2004, p.7

10. National Military Family Association, 2006; Defense Department Advisory Committee on Women in the Services, 2005; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Questions #11 and #70), DA Form 7029-2 (Questions #15 and #80), DA Form 7029-3 (Questions #12 and #62)]

11. Hosek, Kavanagh, & Miller, 2006

12. Caliber Associates, 2004a; Headquarters, U.S. Army Europe, 1991; Kerner-Hoeg, Baker, Lomvardias, & Towne, 1993; U.S. Army Personnel Survey Office, 1992

13. U.S. Army Community and Family Support Center, 2005. Among 2004/2005 *Survey of Army Families (SAF)* respondents who were satisfied with the time Soldiers had to care for family and personnel business before a deployment, 71% reported they coped (or were coping) "well" or "very well" with their Soldier's deployment. Among respondents who were dissatisfied with the time provided, 45% reported coping "well" or "very well" [DA Form 7029-1 (Questions #14 and #21), DA Form 7029-2 (Questions #17 and #24)]. Also see Bell, Stevens, & Segal, 1996.

14. Shinseki, 2003

15. Bell, Stevens, & Segal, 1996

16. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #22), DA Form 7029-3 (Questions #14 and #15)]; U.S. Army Community and Family Support Center, 2002

17. Bell et al., 1997b

18. Kerner-Hoeg, Baker, Lomvardias, & Towne, 1993

19. Orthner, 2002a

20. Bell & Schumm, 2004

21. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #34), DA Form 7029-2 (Question #42), DA Form 7029-3 (Question #21)]; U.S. Army Community and Family Support Center, 2002

22. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-2 (Question #18), DA Form 7029-3 (Question #13)]

23. Caliber Associates, 2004a

24. Bell, Stevens, & Segal, 1996; Bell & Schumm, 2004

25. Martin, Vaitkus, Johnson, Mikolajek, & Ray, 1996

26. Defense Advisory Committee on Women in the Services, 2004; Schumm, Bell, & Knott, 2001

27. Hosek, Kavanagh, & Miller, 2006; Defense Advisory Committee on Women in the Services, 2004; U.S. Army Personnel Survey Office, 1992

28. Defense Department Advisory Committee on Women in the Services, 2004; Hosek, Kavanagh, & Miller, 2006

29. Segal & Segal, 1993; Schumm, Bell, Knott, & Ender, 1995

30. This has been found, for example, for deployments to Bosnia and Somalia. For example, see U.S. Army Research Institute for the Behavioral and Social Sciences, 1998; Schumm, Bell, & Knott, 2001.

31. Arnold, 1993; Bell & Teitelbaum, 1993

32. Schumm, Bell, & Knott, 2001

33. Ibid.

34. Segal, Segal, & Eyre, 1992

35. Bell et al., 1997a; Bell et al., 1997b

36. Bell, Schumm, Elig, Palmer-Johnson, & Tisak, 1993

37. Bell, Stevens, & Segal, 1996; Bloom, 1993. See *Operation Ready* as an example of advice and suggestions for dealing with the realities of deployment, available online at www.MyArmyLifeToo.com.

38. Bell & Schumm, 2004; Segal, Segal, & Eyre, 1992

39. Bell & Teitelbaum, 1993; Bell et al., 1997a

40. Kerner-Hoeg, Baker, Lomvardias, & Towne, 1993

41. Bell et al., 1997a

42. The Washington Post, Kaiser Family Foundation, & Harvard University, 2004 [Question #43]

43. Bell & Schumm, 2000

44. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Questions #9 and #16), DA Form 7029-2 (Questions #13 and #22)]

45. Kerner-Hoeg, Baker, Lomvardias, & Towne, 1993; Headquarters, U.S. Army Europe, 1991

46. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #16), DA Form 7029-2 (Question #22), DA Form 7029-3 (Question #22)]

47. Segal & Segal, 1993; Bell & Schumm, 2000

48. Orthner & Rose, 2005a

49. Ibid.; Orthner, 2002a

50. Defense Department Advisory Committee on Women in the Services, 2005

51. Caliber Associates, 2004a; Ricks, 2004

52. U.S. Army Community and Family Support Center, 2002; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-2 (Question #18), DA Form 7029-3 (Question #13)]

53. Defense Advisory Committee on Women in the Services, 2005; Hosek, Kavanagh, & Miller, 2006; National Military Family Association, 2006

54. Orthner, Rose, & Fafara, 2004

55. Ibid.; National Military Family Association, 2004

56. Hosek, Kavanagh, & Miller, 2006

57. Tyson, 2006

58. Defense Advisory Committee on Women in the Services, 2005; Hosek, Kavanagh, & Miller, 2006

59. National Military Family Association, 2006; Bell, Schumm, Knott, & Ender, 1999; Hosek, Kavanagh, & Miller, 2006

60. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #16), DA Form 7029-2 (Question #22), DA Form 7029-3 (Question #22)]

61. The Washington Post, Kaiser Family Foundation, & Harvard University, 2004 [Question #46]

62. Hosek, Kavanagh, & Miller, 2006

63. Litoff & Smith, 1990

64. Westover, 1955

65. Segal, 1975

66. Ender & Segal, 1996; Applewhite & Segal, 1990

67. Bell & Teitelbaum, 1993

68. Wenger, 1994

69. Ender, 1997

70. Defense Advisory Committee on Women in the Services, 2004

71. Ender & Segal, 1996

72. Ender, 2005b; Ender, 1997; Schumm, Bell, Ender, & Rice, 2004

73. Bell & Teitelbaum, 1993; Bell, Schumm, Knott, & Ender, 1999; Schumm, Bell, Ender, & Rice, 2004

74. U.S Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #24), DA Form 7029-2 (Question #26)]

75. Ender, 2005b

76. For example, 75% of spouses of Soldiers who deployed to Haiti did not have or hardly ever used e-mail. They were most likely to use video teleconferencing (VTC), pay telephone, and regular mail.

77. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #17), DA Form 7029-2 (Question #19)]

78. Caliber, 2006

79. The role of the Family Readiness Group (FRG) is described in detail on an Army Web site dedicated to supporting families, www.MyArmyLifeToo.com.

80. Caliber, 2006; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #32), DA Form 7029-2 (Question #40), DA-Form 7029-3 (Question #19)]

81. Caliber, 2006; National Military Family Association, 2006

82. Caliber, 2006

83. Ender, 2005a

84. Ender, Campbell, Davis, & Michaelis, 2004a; National Military Family Association, 2004

85. Ender, Campbell, Davis, & Michaelis, 2004a

86. Ibid.

87. The Washington Post, Kaiser Family Foundation, & Harvard University, 2004 [Question #23]

88. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #15), DA Form 7029-2 (Question #27)]

89. Ender, Campbell, Davis, & Michaelis, 2004a

90. For example, the percent of families reporting they had financial difficulties during past deployments were Operation Desert Shield/Storm (ODS): 27%; Operation Restore Hope (ORH): 14%; and Operation Joint Endeavor (OJE): 12%. See Bell et al., 1997a.

91. Angrist & Johnson, 2000

92. U.S. Army Personnel Survey Office, 1992

93. U.S Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #23), DA Form 7029-2 (Question #25)]

94. The Washington Post, Kaiser Family Foundation, & Harvard University, 2004 [Question #26]

95. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #23), DA Form 7029-2 (Question #25)]

96. Caliber, 2006; U.S. Army Personnel Survey Office, 1992; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #24), DA Form 7029-2 (Question #26)]

97. Bell et al., 1997a; Bell et al., 1997b

98. Figley, 1993; Hosek, Kavanagh, & Miller, 2006

99. Vedantam, 2006

100. Adkins, 2005

101. Hoge et al., 2004

102. Vedantam, 2006

103. Hoge et al., 2004

104. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-2 (Questions #33 and #36)]

105. Durand, 1992; Segal & Segal, 1993

106. Bell & Schumm, 2000; Figley, 1993

107. Caliber Associates, 2006; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-2 (Question #35)]

108. Schumm, Bell, Ender, & Rice, 2004

109. Bell & Schumm, 2000; Durand, 1992; Wood, Scarville, & Gravino, 1995

110. Bell & Schumm, 2000; Figley, 1993

111. Caliber, 2006; National Military Family Association, 2006; Bell et al., 1997b

112. Bell, Schumm, Segal, & Rice, 1996

113. Caliber, 2006

114. National Military Family Association, 2006

115. Orthner & Rose, 2005a

116. National Military Family Association, 2004

117. Schumm, Bell, & Knott, 2000; Bell, Stevens, & Segal, 1996

118. Kerner-Hoeg, Baker, Lomvardias, & Towne, 1993

119. For a fuller description of these families, see Bell et al., 1997b, and Bell, Stevens, & Segal, 1996.

Notes to Chapter 4

1. Blum, 2006; Helmly, 2006

2. The National Guard Bureau maintains an online archive of news about National Guard missions and participating units at www.ngb.army.mil/news.

3. National Military Family Association, 2006, p. 9

4. It is important to note that earlier chapters in this volume, while not exclusively about Army National Guard (ARNG) and U.S. Army Reserve (USAR) families, are also relevant reading for personnel concerned with formulating policy and implementing programs for Reserve Component (RC) families.

5. Blum, 2006

6. A description of the National Guard Family Program is available online at www.guardfamily.org.

7. Details on the structure, function, and mission of the U.S. Army Reserve (USAR) are available on its official Web site, www.armyreserve.army.mil.

8. National Military Family Association, 2006; Pryce, Ogilvy-Lee, & Pryce, 2000

9. Pryce, Ogilvy-Lee, & Pryce, 2000

10. Deak et al., 2001b [Question #65, p. 721]; Defense Manpower Data Center, 2003a [Question #22, p. 39]

11. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2003a

12. Deak et al., 2001b [Questions #40–46, p. 589]; Defense Manpower Data Center, 2003a [Question #43, pp. 62–63]

13. National Military Family Association, 2006; National Military Family Association, 2004; Caliber Associates, 2003

14. Lakhani, 1994

15. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2002 [Question #20]; U.S. Army Community and Family Support Center, 2005 [Question #3 (all forms)]. The 2004/2005 *Survey of Army Families (SAF)* measured "months living in your current geographic location," rather than years. To facilitate the comparison shown in Figure 4-2, spouses' responses on the 2004/2005 *SAF* were recoded from months to years.

16. Caliber Associates, 2003

17. Bell, Schumm, Segal, & Rice, 1996; Caliber Associates, 2003

18. Burrell, Durand, & Fortado, 2003

19. Defense Manpower Data Center, 2003a [Question #107, p. 404]

20. Caliber Associates, 2003

21. Ibid.

22. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2002 [Question #27]

23. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2003b

24. Defense Manpower Data Center, 2003a [Question #110, pp. 433–434]

25. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2003a

26. Ibid.

27. U.S. Army Audit Agency, 2003

28. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2002 [Question #41]

29. The *Army National Guard Family Member Survey* is an ongoing Web-based survey open to family members of Army National Guard (ARNG) Soldiers at www.arngfamilysurvey.com. As of May 2006, approximately 2,000 ARNG family members had completed the survey, with the largest proportion of respondents comprised of spouses of senior enlisted ARNG Soldiers (i.e., those in grades E5–E9). The sample is not randomly selected; therefore, results may or may not be representative of the experiences and attitudes of ARNG family members across the force.

30. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2002 [Questions #26 and #27]; National Guard Bureau Attrition and Strength Maintenance Branch, 2006 [Questions #31 and #32]

31. National Military Family Association, 2006

32. Caliber Associates, 2003; Pryce, Ogilvy-Lee, & Pryce, 2000

33. National Military Family Association, 2004; U.S. Army Research Institute for the Behavioral and Social Sciences, 2004

34. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2002 [Question #49]

35. National Military Family Association, 2006; Caliber, 2006; Caliber Associates, 2003

36. U.S. Army Audit Agency, 2003

37. Caliber Associates, 2003

38. Burrell, Durand, & Fortado, 2003

39. U.S. Army Research Institute for the Behavioral and Social Sciences, 2004

40. Caliber Associates, 2003

41. National Military Family Association, 2006; Caliber, 2006; Caliber Associates, 2003

42. National Guard Bureau Attrition and Strength Maintenance Branch, 2006

43. Because the Army National Guard (ARNG) *Family Readiness Survey* is open to all ARNG family members, the results are subject to bias due to the self-selected nature of the sample. That is, family members who are more aware of programs and services may also be more likely to complete the survey. Additional data from Reserve Component (RC) family members should be collected using random sampling techniques to confirm the extent to which awareness and use of family support resources has improved among RC Army families.

44. More detailed descriptions of each of the initiatives provided in this section are available online from the following Web sites:
    - National Guard Family Program, www.guardfamily.org
    - Army Reserve Family Programs Online, www.arfp.org
    - DoD Military Home Front initiative, www.militaryhomefront.dod.mil
    - Military OneSource, www.militaryonesource.com

45. National Military Family Association, 2006; Defense Department Advisory Committee on Women in the Services, 2005

46. Defense Department Advisory Committee on Women in the Services, 2003

47. Nord, Martens, Shen, Perry, & Weltin, 1997 [Question #35, p. 79]

48. Defense Manpower Data Center, 2003a [Question #100, p. 369]

49. Defense Manpower Data Center, 2004c [Question #123, p. 316]

50. Office of the Under Secretary of Defense for Personnel and Readiness, 2002

51. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2003a

52. Defense Department Advisory Committee on Women in the Services, 2005

53. General Accounting Office, 2003

54. Ibid.

55. Defense Manpower Data Center, 2004c [Question #97, p. 300]

56. Defense Manpower Data Center, 2004c [Question #97, p. 296]

57. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2002 [Question #53]

58. Caliber Associates, 2003

59. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2002 [Question #53]

60. Caliber Associates, 2003

61. Ibid.

62. General Accounting Office, 2002

63. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2002 [Question #29]

64. National Military Family Association, 2004; Caliber Associates, 2003

65. National Military Family Association, 2004

66. Caliber Associates, 2003

67. Ibid.

68. Ibid.

69. National Guard Bureau Attrition and Strength Maintenance Branch, 2006 [Question #49]

70. Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2002 [Question #56]; National Guard Bureau Attrition and Strength Maintenance Branch, 2006 [Question #44]. The question wording on the 2005/2006 *ARNG Family Member Survey* was slightly different than the Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs (OSD-M&RA) survey and read, “Overall how well do you feel you coped (or are coping) during your Guard Soldier’s mobilization?”

71. Defense Manpower Data Center, 2003c

72. Pryce, Ogilvy-Lee, & Pryce, 2000; Office of the Assistant Secretary of Defense for Manpower and Reserve Affairs, 2003b; Caliber Associates, 2003

Notes to Chapter 5

1. Griffith, 2005; Griffith, Rakoff, & Helms, 1993; U.S. Army Research Institute for the Behavioral and Social Sciences, 2002; Kirby & Naftel, 2000; Schumm & Bell, 2000; Schumm, Bell, & Resnick, 2001

2. The *Army Families Online* Web site is www.armyfamiliesonline.org

3. For example, see Burrell, Durand, & Fortado 2003, and Lavee, McCubbin, & Patterson, 1985.

4. Keane, 2001

5. U.S. Army Community and Family Support Center, 2002; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #43), DA Form 7029-2 (Question #51), DA Form 7029-3 (Question #31)]

6. Deak et al., 2001a [Question #34, p. 295]

7. The Washington Post, Kaiser Family Foundation, & Harvard University, 2004 [Question #18, p.12]

8. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #70), DA Form 7029-2 (Question #80), DA Form 7029-3 (Question #62)]

9. Defense Manpower Data Center, 2005d

10. U.S. Army Community and Family Support Center, 2005 [based on multiple satisfaction items, DA Form 7029-1 (Questions #50, #53, #57, #60, #63); DA Form 7029-2 (Questions #58, #61, #65, #70, #73); DA Form 7029-3 (Questions #37, #40, #45, #51, #55)]

11. Rohall, Segal, & Segal, 1999; Schumm, Bell, & Tran, 1992

12. Bowen & Orthner, 1997

13. Ibid.

14. U.S. Army Community and Family Support Center, 2002; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #61), DA Form 7029-2 (Question #71), DA Form 7029-3 (Question #53)]; The Washington Post, Kaiser Family Foundation, & Harvard University, 2004 [Question #36, p.25]

15. Castro & Clark, 2005

16. Kirkland, Bartone, & Marlowe, 1992

17. Orthner, 2002f; Bowen, 1998; Bowen, Mancini, Martin, Ware, & Nelson, 2003

18. Aneshensel, Rutter, & Lachenbruch, 1991; Mirowsky & Ross, 1995; Turner, Wheaton, & Lloyd, 1995

19. Constantian, 1998

20. Burrell, Durand, & Fortado, 2003

21. U.S. Army Community and Family Support Center, 2002; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #62), DA Form 7029-2 (Question #72), DA Form 7029-3 (Question #54)]

22. U.S. Army Community and Family Support Center, 2002; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #61), DA Form 7029-2 (Question #71), DA Form 7029-3 (Question #53)]

23. Black, 1993; Blount, Curry, & Lubin, 1992; Harrell, 2001b

24. Westhuis, Fafara, & Ouellette, 2006

25. Bowen, 1998; Segal, 1989

26. Bray, Hourani, & Rae, 2002

27. Defense Manpower Data Center, 2005d

28. Bray, Hourani, & Rae, 2002

29. For example, see Adler, Bartone, & Vaitkus, 1994

30. Adler, Bartone, & Vaitkus, 1994; Black, 1993; Blount, Curry, & Lubin, 1992; Medway, Davis, Cafferty, & Chappell, 1995; Rosen, Teitelbaum, & Westhuis, 1993

31. Lawler, Flori, Volk, & Davis, 1997; Paulus, Nagar, Larey, & Camacho, 1996

32. Rosen, 1996

33. Coie et al., 1993; Coyne, Kahn, & Gotlib, 1987; Fincham, Grych, & Osborne, 1993

34. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #42), DA Form 7029-2 (Question #50), DA Form 7029-3 (Question #30)]; Defense Manpower Data Center, 2003 [Question #34, pp. 92–99]

35. Evidence from personnel records maintained by Defense Manpower Data Center suggests that the stresses of recent deployments may have contributed to a spike in divorce rates in the Army in Fiscal Year (FY) 2004, particularly among officers. A comparison of matching records from FY 2000 through FY 2005 appears to indicate that the percentage of divorces among Army officers in FY 2004 (about 6%) was three times greater than that recorded for 2000 (about 2%), with relatively little change in the number of married Soldiers during that

period. According to the same data source, the rate of divorce among Army officers fell back to previous levels (about 2%) in FY 2005.

36. U.S. Army Research Institute for the Behavioral and Social Sciences, 2002. Civilian estimates are based on findings from the 2002 General Social Survey (GSS), retrieved from webapp.icpsr.umich.edu/GSS/homepage.htm. It is important to note that even in the 18 to 40 age range, military personnel are more concentrated in the younger age groups than their civilian peers. This means that, on average, military families in this age range have not had as many years of exposure to the risk of marital dissolution as their counterparts in civilian families.

37. Lundquist & Smith, 2005; Lundquist, 2004

38. The Washington Post, Kaiser Family Foundation, & Harvard University, 2004 [Questions #41 and #42, p.28]

39. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Questions #28 and #42), DA Form 7029-2 (Questions #31 and #50), DA Form 7029-3 (Question #30)]

40. Niederhauser, Maddock, LeDoux, & Martin, 2005; Wynd & Ryan-Wenger, 2004

41. Peterson, Linton, & Hartzell, 2004; Burrell, Durand, & Fortado, 2003; U.S. Army Community and Family Support Center, 2002; U.S. Army Community and Family Support Center, 2005

42. Burrell, Durand, & Fortado, 2003

43. U.S. Army Community and Family Support Center, 2002; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #16), DA Form 7029-2 (Question #22), DA Form 7029-3 (Question #22)]

44. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #16), DA Form 7029-2 (Question #22), DA-Form 7029-3 (Question #22)]

45. Harrison, Brennan, & Shilanskis, 1998

46. Niederhauser, Maddock, LeDoux, & Martin, 2005; Harrison, Brennan, & Shilanskis, 1998

47. Stanley & Markman, 1997

48. Defense Manpower Data Center, 2002b [Question #47, p. 200]; Defense Manpower Data Center, 2005b [Question #74, p. 210]

49. Deak et al., 2001b [Question #100, p. 934]

50. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #62), DA Form 7029-2 (Question #72), DA Form 7029-3 (Question #54)]

51. The Washington Post, Kaiser Family Foundation, & Harvard University, 2004 [Question #26, pp. 14–15]

52. Defense Manpower Data Center, 2004b [Question #79, pp. 178–179]

53. MacDermid, Strauss, et al., 2005

54. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #62), DA Form 7029-2 (Question #72), DA Form 7029-3 (Question #54)]

55. Cooney, 2003; Hosek, Asch, Fair, Martin, & Mattock, 2002

56. Ibid. See also Scarville, 1990.

57. Deak et al., 2001b [Question #40, p. 583]; Defense Manpower Data Center, 2004b [Question #6, pp. 26–27]; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #48), DA Form 7029-2 (Question #56), DA Form 7029-3 (Question #35)]; Chao & Utgoff, 2005

58. Deak et al., 2001b [Question #57, pp 679–688]

59. Relocation can affect Army family members' financial well-being in other ways as well. For instance, Service members who underwent a Permanent Change of Station (PCS) in 1999 and who were subsequently surveyed reported that less than two-thirds (61%) of their moving expenses were reimbursed, on average. See Caliber Associates, 2000.

60. Cooney, 2003; Hosek, Asch, Fair, Martin, & Mattock, 2002

61. Harrell, Lim, Casteneda, & Golinelli, 2004

62. Schumm & Bell, 2002

63. Schwartz, Wood, & Griffith, 1991

64. Booth, 2003

65. U.S. Department of Defense, 2004a. Figures refer to reported, substantiated cases of abuse.

66. U.S. Department of Defense, 2004b. Figures refer to reported, substantiated cases of abuse.

67. Army Family Advocacy Program data indicating a decreasing trend in spouse abuse from 1998 to 2004 was provided upon request by Dr. James McCarroll of the Uniformed Services University of the Health Sciences (USUHS).

68. Bureau of Justice Statistics, 2005

69. Campbell, et al., 2003

70. U.S. Department of Health and Human Services, Administration on Children, Youth, and Families, 2005

71. Raiha & Soma, 1997

72. In 2004, the Department of Defense (DoD) definition of spouse abuse was expanded to "domestic abuse," which included a current or former spouse, a person with whom the abuser shares a child in common, or a current or former intimate partner with whom the abuser shares or has shared a common domicile. Currently available reports do not reflect that change in scope.

73. Heyman & Neidig, 1999

74. Campbell, et al., 1993

75. Raiha & Soma, 1997

76. Ibid.

77. Schaeffer, Alexander, Bethke, & Kretz, 2005

78. Rosen, Kaminski, Parmley, Knudson, & Fancher, 2003

79. McCarroll et al., 2003; McCarroll et al., 2000

80. McCarroll et al., 2003

81. McCarroll et al., 2000

82. Jordan et al., 1992

83. Taft et al., 2005

84. U.S. Department of Defense Task Force on Domestic Violence, 2003

85. Johnson, 2003

Notes to Chapter 6

1. Ender, 2006; Ender, 2002; Hunter & Nice, 1976

2. Lundquist, 2004; Lundquist & Smith, 2005

3. Campbell, Appelbaum, Martinson, & Martin, 2000

4. The term *military family syndrome* was introduced in 1978 by D. A. Lagrone. Also see Cozza, Chun, & Polo, 2005.

5. Jensen & Watanabe, 1995; Ryan-Wenger, 2001

6. Smith, 1998

7. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #47), DA Form 7029-2 (Question #55)]; Orthner & Rose, 2005b

8. Ender & Hermsen, 1996

9. Tuttle, 1993

10. McCubbin, Dahl, Lester, & Ross, 1977

11. Ender & Hermsen, 1996

12. Hunter-King, 1993

13. Ender & Hermsen, 1996

14. Ender, 2000

15. Tuttle, 1993

16. Lee, 2005

17. Crumley & Blumenthal, 1973; Hillenbrand, 1976; Jensen, Lewis, & Xenakis, 1986; Jensen, Martin, & Watanabe, 1996; Jensen & Shaw, 1996; Pederson, 1966; Yeatman, 1981

18. Carlsmith, 1964; Schwab et al., 1995

19. Carlsmith, 1973

20. Igel, 1945

21. Jellen, 1991

22. Orthner & Rose, 2005b; U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #46), DA Form 7029-2 (Question #54)]

23. Orthner & Rose, 2005a

24. Tuttle, 1993

25. Jensen, Grogan, Xenakis, & Bain, 1989

26. Orthner & Rose, 2005b

27. Ibid.

28. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #16), DA Forms 7029-2 and 7029-3 (Question #22)]

29. Applewhite & Mays, 1996; Rosen, Teitelbaum, & Westhuis, 1993b

30. Segal & Harris, 1993

31. Jensen, Martin, & Watanabe, 1996

32. Ender, Campbell, Davis, & Michaelis, 2004b; Cozza, Chun, & Polo, 2005

33. Jeffreys & Leitzel, 2000

34. Jensen, Martin, & Watanabe, 1996

35. Orthner & Rose, 2005b

36. Amen, Jellen, Merves, & Lee, 1988

37. Ender, 2005a

38. Huebner & Mancini, 2005

39. MacDermid, Schwarz, et al., 2005

40. Ender, 2002

41. McKelvey, 1999; McKelvey, 2002

42. U.S. Army Community and Family Support Center, 2005 [DA Forms 7029-2 and 7029-3 (Question #7)]

43. Stubblefield, 1955; LaGrone, 1978

44. Jensen, Xenakis, Wolf, & Bain, 1991

45. Shaw, 1987

46. Orthner, Giddings, & Quinn, 1989

47. Orthner, 2002d

48. Shaw, 1979

49. Ender, 2000; Ender, 2002

50. Ender, 2002

51. Ender, 2002; Mariglia, 1997; Williams & Mariglia, 2002

52. Ender, 2000

53. Bower, 1967

54. Rainey, 1978; Tyler, 1989; Aisenstein, 1988

55. Schonauer, 2006

56. Department of the Army, 1997

57. Komarow, 2000

58. Useem & Downie, 1976

59. Cottrell, 2002; Jordan, 2002

60. Ender, 2002

61. Ender, 2002; Mariglia, 1997; Williams & Mariglia, 2002

62. Ender, 2002

63. Defense Department Advisory on Women in the Services, 2005

64. Military Child Education Coalition, 2001

65. Defense Manpower Data Center, 2004b [Question #123, pp. 254–271]

66. Walling, 1985

67. Lyle, 2006

68. U.S. Department of Defense Dependents Schools, 1981

69. Watanabe, 1985

70. U.S. Department of Defense Educational Activity, 2003

71. Caliber, 2006

72. Keegan, Hyle, & Sanders, 2004

73. The information in this section, as well as additional detail about the mission and goals of the Military Child Educational Coalition (MCEC), is available online from the MCEC Web site, www.militarychild.org. This information was retrieved November 14, 2006, from www.militarychild.org/factsheet.asp. Also see Military Child Education Coalition, 2001.

74. Jensen, Richters, Ussery, & Bloedua, 1991

75. Tyler, 1987; Tyler, 1990

76. Paden & Pezor, 1993

77. Ender, 2002

78. Segal & Harris, 1993

79. Ibid.

80. Bowen, Orthner, & Zimmerman, 1993

81. Orthner & Rose, 2005b

82. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #66), DA Form 7029-2 (Question #76), DA Form 7029-3 (Question #58)]

83. Ender, 2006. Among the most popular of these works is *Military Brats* (Wertsch, 1991), which outlines positive and negative outcomes associated with Army family life for children and adolescents during the Cold War. The book has inspired a feature-length documentary about children from military families during the Cold War (Musil, 2005).

84. Williams & Mariglia, 2002. Among the lasting organizations, the two most visited online groups are www.military-brats.org and www.overseasbrats.com. Each serves as a clearinghouse for adults from military families.

85. Ender, 2002

86. Watanabe, 1985

87. Ender, 2005b

88. Bowen, 1986; Faris, 1981; Thomas, 1984

89. Ender, Matthews, & Rohall, 2006

90. Wong, 2001

91. Ender, 2005b

92. Defense Manpower Data Center, 2003b [Question #40, pp. 112–121]

93. Orthner, Giddings, & Quinn, 1986

94. Pierce, Vinokur, Amiram, & Buck, 1998

95. Pierce, 1998

96. Kelley, Herzog-Simmer, & Harris, 1994

97. Sigal, 1976

98. Irgens & Irgens, 1999

Notes to Chapter 7

1. There are many conceptualizations of social support, but many share the ideas featured here. For example, see Cobb, 1976; Institute of Medicine, 2001; Kaniasty & Norris, 2001; Pearlin & Schooler, 1978.

2. Sarason, Sarason, & Gurung, 2001; Deak et al., 2001a [Question #33, pp. 286–287]

3. Kahn & Antonucci, 1980

4. Bowen, Martin, & Mancini, 1999

5. Sarason, Sarason, & Gurung, 2001

6. Smith-Lovin, McPherson, & Brashears, 2006

7. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #18), DA Form 7029-2 (Question #20)]

8. Van Vranken et al., 1984

9. Lansford, Antonucci, Akiyama, & Takahsahi, 2005; Orthner & Rose, 2005c

10. Mancini, Bowen, & Martin, 2004

11. Ibid.; Caliber, 2006

12. Orthner, 2002e

13. Segal & Harris, 1993

14. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-3 (Question #50)]

15. The metaphor of the military community as a special case of the “company town” is described in Martin & Orthner, 1989.

16. For example, Department of Defense (DoD) Directive 6400.1 (August, 1992) mandates the establishment of Family Advocacy Programs to assist victims of domestic violence, and DoD instruction 6400.05 (December 2005) calls for the establishment of programs for support for new parents. This information was retrieved September 15, 2006, from www.dtic.mil/whs/directives.

17. Orthner & Rose, 2005c

18. Segal & Harris, 1993

19. Ibid., p. 46

20. For example, an assessment of the Army Family Team Building (AFTB) program was conducted in 2001–2002. See Caliber Associates, 2002.

21. A full description of the range of programs and services offered by Army Community Service (ACS) is provided online at www.MyArmyLifeToo.com.

22. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-3 (Question #45), DA-Form 7029-01 (Question #27), DA Form 7029-2 (Question #30)]

23. U.S. Army Community and Family Support Center, 2006a [Question #49]

24. Army Regulation 608-47, Army Family Action Plan (AFAP) Program, provides guidance for the establishment and administration of the AFAP program and is available online at www.army.mil/usapa/epubs/pdf/r608_47.pdf.

25. Caliber Associates, 2002

26. Army Family Team Building (AFTB) online training modules are accessible online at www.MyArmyLifeToo.com.

27. Caliber Associates, 2002

28. U.S. Army Community and Family Support Center, 2002

29. U.S. Army Community and Family Support Center, 2006a [Question #49]

30. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Questions #29 and #30), DA-Form 7029-02 (Questions #37 and 38), DA Form 7029-3 (Questions #16 and #17)]

31. For example, see Zellman & Johansen, 1998.

32. Campbell, Appelbaum, Martinson, & Martin, 2000

33. Pomper, Blank, Campbell, & Schulman, 2004

34. Campbell, Appelbaum, Martinson, & Martin, 2000

35. U.S. Army Community and Family Support Center, 2006a [Questions #40 and #18]

36. Campbell, Appelbaum, Martinson, & Martin, 2000; Pomper, Blank, Campbell, & Schulman, 2004
37. Military Family Resource Center, 2001

38. Pomper, Blank, Campbell, & Schulman, 2004

39. Lucas, 2005

40. Ibid.

41. MacDermid, Strauss, et al., 2005; National Military Family Association, 2004; Harrell, 2000; Caliber Associates, 2006; Campbell, Appelbaum, Martinson, & Martin, 2000

42. MacDermid, Strauss, et al., 2005

43. Defense Manpower Data Center, 2004b [Question #112, p. 234]

44. Ibid. [Question #113, p. 236; Question #118, p. 246]

45. Campbell, Appelbaum, Martinson, & Martin, 2000

46. Defense Manpower Data Center, 2004b [Question #108, p. 218]

47. Defense Manpower Data Center, 2005b [Question #78, p. 232; Question #87, p. 264]

48. U.S Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #57), DA Form 7029-2 (Question #65), DA Form 7029-3 (Question #45)]

49. U.S. Army Community and Family Support Center, 2006b

50. Devine, Bishop, & Gaston, 1992

51. Military Family Resource Center, 2001

52. U.S Army Community and Family Support Center, 2005 [DA Form 7029-2 (Question #69), DA Form 7029-3 (Question #49)]

53. U.S. Army Community and Family Support Center, 2006b

54. Caliber Associates, 2004a

55. U.S. Army Community and Family Support Center, 2006a [Question #45]

56. Lucas, 2005

57. Ibid.

58. Peterson, 2002

59. See U.S. Army Community and Family Support Center, 2006b, for a detailed overview of recent survey findings on Army morale, welfare, and recreation (MWR) programs and services.

60. U.S. Army Community and Family Support Center, 2006a [Questions #55 and #58]

61. Caliber Associates, 2004c

62. Westhuis & Fafara, 2006

63. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-2 (Question #69), DA Form 7026-3 (Question #49)]; U.S. Army Community and Family Support Center, 2006 [Questions #16 and #17]

64. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #58), DA Form 7026-2 (Question #66)]

65. U.S. Army Community and Family Support Center, 2006a [Question #60]

66. Orthner, 2002e

67. Orthner & Rose, 2005c, p.10

68. Department of Defense (DoD) Directive 6400.1 (August 23, 2004), "Family Advocacy Program (FAP)," is available online at www.dtic.mil/whs/directives/corres/pdf2/d64001p.pdf.

69. This definition was retrieved August 1, 2006, from the Army Family Advocacy Program (FAP) Web page at www.MyArmyLifeToo.com.

70. U.S. Army Community and Family Support Center, 2006a [Question #49]

71. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-2 (Question #68), DA Form 7026-3 (Question #48)]

72. A Department of Defense (DoD)-sponsored overview of the background and function of military Family Advocacy Programs (FAPs) along with a modular training session for commanders highlighting domestic violence issues, current FAP best practices, and official procedures for handling and preventing cases of spouse and child abuse is available at www.dod.mil/fapmip.

73. A full description of the New Parents Support Program (NPSP) is available online at www.MyArmyLifeToo.com.

74. Military Family Resource Center, 2001

75. Caliber Associates, 2004a

76. Crayton, 2002; Neiderhauser, Maddock, LeDoux, & Martin, 2005

77. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-2 (Question #68), DA Form 7026-3 (Question #48)]

78. U.S. Army Community and Family Support Center, 2006b [Leisure Needs Survey (LNS) briefing]

79. Watanabe, Jensen, Newby, & Cortês, 1995

80. Watanabe, Jensen, Rosen, Newby, Richters, Cortês, 1995

81. Hoge et al., 2004

82. A full description of the Army Wounded Warrior (AW2) program is available online at www.ArmyFamiliesOnline.com.

83. Specific information about the Casualty and Memorial Affairs Operation Center (CMAOC) is available at www.hrc.army.mil/site/active/TAGD/CMAOC/cmaoc.htm.

84. Ender, Segal, & Stanley, 1999

85. A full description of the Employment Readiness Program is available online at www.MyArmyLifeToo.com.

86. For example, Home Depot human resources staff is working to enhance career portability for military spouses by developing processes for tracking military spouse candidates and hires. Similarly, Hospital Corporation of America has established a Web site for Army spouse job candidates and offers spouses career continuity and portability, with no loss of tenure or benefits. A list of the corporate partners participating in the military spouse employment program and a description of the initiative is available online at www.MyArmyLifeToo.com.

87. U.S. Army Community and Family Support Center, 2006a [Question #49]

88. Schumm & Bell, 2000

89. Department of the Army, 2006

90. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #31), DA Form 7029-2 (Question #39), DA Form 7026-3 (Question #18)]

91. Burrell, Durand, & Fortado, 2003

92. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #31), DA Form 7029-2 (Question #39), DA Form 7026-3 (Question #18)]

93. Peterson, 2002

94. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #32), DA Form 7029-2 (Question #40), DA Form 7026-3 (Question #19)]

95. Caliber, 2006

96. Ibid. Most of these observations are echoed in Toomey, 2005.

97. National Military Family Association, 2006

98. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-1 (Question #31), DA Form 7029-2 (Question #39), DA Form 7026-3 (Question #18)]

99. Althouse, 2006

100. For example, www.militarywives.com is a private Web site that began in 1998 as the Marine Corps wives' Web site and has now evolved as the host for a network of other military Service spouse and family member Web sites.

101. Examples of the range of informal Web sites of this type are available at www.MarineMomsOnline.net.

102. One of the few studies of informal online support among military family members found that the members used the group for day-to-day social support. See Kurashina, 2000.

103. A description of the Army's virtual Family Readiness Group (FRG) initiative and frequently asked questions is available online at www.ArmyFRG.org.

104. Services available through Military OneSource, as well as a full description of the program, are accessible online at www.MilitaryOneSource.com.

105. Defense Manpower Data Center, 2005a [Questions #75 and #76, pp. 362–365]

106. U.S. Army Community and Family Support Center, 2005 [DA Form 7029-3 (Question #50)]

107. Johnson, 2005

108. These portals include www.MyArmyLifeToo.com, www.guardfamily.org, and www.armyreserve.army.mil/arweb/forfamilies.

109. For example, see Blum, 2006.

110. For example, the Citizen Soldier Center established at the University of North Carolina, Chapel Hill, is one such effort. See Crayton, 2005.

111. Shinseki, 2003

112. Orthner, 2002f; Bourg & Segal, 1999

113. Ricks, 2006

114. Leyva, 2005

115. Hoge et al., 2004

116. National Military Family Association, 2004; National Military Family Association, 2006

Notes to Chapter 8

1. The Multi-Component Family Support Network (MCFSN) is an array of family support services that can be accessed by Service members and military family members, regardless of their Service branch or location. The MCFSN represents a multiagency approach for community support and services for military families, and it works in collaboration with other military and civilian agencies to provide comprehensive support. Resources available to family support representatives include unit leadership and family support/readiness groups; civilians providers (e.g., counselors, mental health workers); and civic and community agencies. A main goal of the MCFSN is to ensure that family support providers have the opportunity to utilize a range of alternatives to provide support to geographically dispersed families. In 2005, the Department of Defense (DoD) provided limited funding to pilot the MCFSN in the Southeast, Southwest, Northwest, and Pacific Regions. The MCFSN is expected to operate by several underlying guiding principles. (For more information, see Warren, 2005.) This description was retrieved November 27, 2006, from www.arfp.org.

2. Woodruff and Kolditz, 2005

3. Data from the Defense Manpower Data Center (DMDC) 2005 *Survey of Spouses of Active-Duty Members* were not available at the time of this writing, but when released, will represent an important source of information on current trends and attitudes among military family members. Many of the items included on the DMDC survey are very similar to those on the 2004/2005 *Survey of Army Families (SAF)*, cited frequently throughout this report.

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